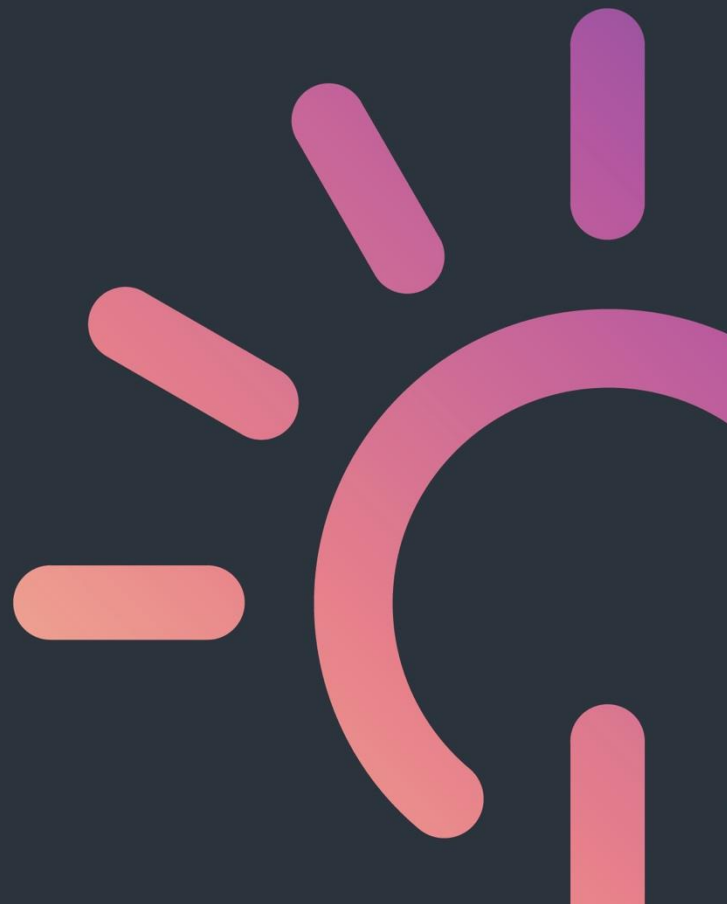


# Standard Market Customer Terms and Conditions

March 2022



# Terms and Conditions

|  |    |
|--|----|
| 1. Introduction .....                                  | 4  |
| 2. Terms and Conditions.....                           | 5  |
| 2.1. The Parties.....                                  | 5  |
| 2.2. Definitions and Interpretation.....               | 5  |
| 2.3. Do these terms and conditions apply to you? ..... | 5  |
| These are our terms and conditions.....                | 5  |
| Application of these terms and conditions.....         | 5  |
| 2.4. What is the term of this contract? .....          | 6  |
| When does this contract start? .....                   | 6  |
| What is the contract period? .....                     | 6  |
| When does this contract end? .....                     | 6  |
| Vacating your premises .....                           | 6  |
| The start of this contract .....                       | 7  |
| 2.5. Scope of this contract .....                      | 7  |
| What is covered by this contract?.....                 | 7  |
| What is not covered by this contract? .....            | 8  |
| 2.6. Your general obligations.....                     | 8  |
| Full information .....                                 | 8  |
| Updating information.....                              | 8  |
| Life support equipment .....                           | 8  |
| Obligations if you are not an owner.....               | 8  |
| Concession Card Holders.....                           | 8  |
| 2.7. Our liability .....                               | 9  |
| 2.8. Price for energy and other services.....          | 10 |
| What are our tariffs and charges? .....                | 10 |
| GST.....   | 10 |
| 2.9. Billing.....                                      | 10 |
| General .....  | 10 |
| Estimating energy usage .....                          | 11 |
| Your historical billing information.....               | 11 |
| Calculating the reference energy bill .....            | 11 |
| Subscription billing.....                              | 11 |
| VPP credits .....                                      | 11 |
| Final billing.....                                     | 12 |

|       |   |    |
|-------|---|----|
| 2.10. | Paying your bill.....   | 12 |
|       | What you have to pay .....  | 12 |
|       | Issue of reminder notices .....                                       | 12 |
|       | Difficulties in paying .....  | 12 |
|       | Your preferred payment method.....                                    | 12 |
| 2.11. | Meters .....  | 12 |
|       | Access to your meter .....  | 12 |
|       | Undercharging .....   | 13 |
|       | Overcharging .....  | 13 |
|       | Reviewing your bill.....  | 13 |
| 2.12. | Security deposits.....  | 13 |
|       | Security deposit .....  | 13 |
|       | Interest on security deposits.....                                    | 13 |
|       | Use of a security deposit .....                                       | 14 |
| 2.13. | Disconnection of supply .....   | 14 |
|       | When can we arrange for disconnection? .....                          | 14 |
|       | Warning of disconnection .....  | 14 |
|       | When we must not arrange disconnection .....                          | 14 |
| 2.14. | Reconnection after disconnection.....                                 | 15 |
| 2.15. | Appropriate usage policy .....  | 15 |
|       | Use of energy.....  | 15 |
| 2.16. | Notices and bills.....  | 15 |
| 2.17. | Privacy Act notice .....  | 16 |
| 2.18. | Dispute resolution .....  | 16 |
|       | Complaints.....   | 16 |
|       | Our obligations in handling complaints.....                           | 16 |
| 2.19. | Force majeure .....   | 16 |
|       | Effect of force majeure event.....                                    | 16 |
|       | Deemed prompt notice .....  | 16 |
|       | Obligation to overcome or minimise effect of force majeure event..... | 17 |
|       | Settlement of industrial disputes.....                                | 17 |
| 2.20. | Applicable law .....  | 17 |
| 2.21. | Retailer of last resort event.....                                    | 17 |
| 2.22. | General .....   | 17 |
|       | Our obligations.....  | 17 |
|       | Amending this contract .....  | 17 |
| 3.    | Simplified explanation of terms.....                                  | 18 |
| 4.    | Contacts and Version Control.....                                     | 19 |
|       | 4.1. Contact Information .....  | 19 |
|       | 4.2. Version Control .....  | 19 |

# 1. Introduction

---

## Real life. Powered by Arcstream.

Q CELLS provides a total solar energy solution and service via the 'Arcstream' brand through the sales of solar system hardware and the provision and management of an electricity plan.

Arcstream has partnered with Electricity in a Box, who is the authorised electricity retailer for the Arcstream subscription electricity plan.

### Virtual Power Plant Customer Eligibility

This contract applies to both: consumers purchasing an Arcstream solar energy solution including Q CELLS solar PV modules, battery energy storage system, and subscription electricity plan, and to; existing Q CELLS solar PV modules or battery energy storage system customers who have chosen to join the Arcstream subscription energy plan.

Acceptance of these Terms & Conditions enables enrolment into the Arcstream Virtual Power Plan (VPP) program. By participating in this program, you agree to give permission to Arcstream to manage your combined electricity resources – grid imports, solar PV generation, and battery – to support the cost of the Arcstream energy service. Our VPP offers a completely managed service that delivers the optimal result for you and enables you to use energy in abundance.

Customers who sign up to the Arcstream subscription energy plan but choose not to proceed with the installation of a solar PV and battery energy storage system are no longer eligible customers, and will default from this energy plan onto the standard Electricity In A Box plan, without any exit fee or charges being payable.

This contract is about the sale of electricity to you as a small customer at your premises. It is a market retail contract that starts from your acceptance of the terms of this contract. In addition to this contract, the energy laws and other consumer laws also contain rules about the sale of energy, and we will comply with these rules in our dealings with you. For example, the National Energy Retail Law and the National Energy Retail Rules ('the Rules') set out specific rights and obligations about energy marketing, payment methods and arrangements for customers experiencing payment difficulties.

### Note for Victorian electricity customers:

For Victorian customers, until the National Energy Retail Law and the Rules are adopted in Victoria (referred to as 'NECF implementation in Victoria'), the energy laws applicable to electricity customers in Victoria are the *Electricity Industry Act 2000* and the Energy Retail Code made by the Essential Services Commission.

For customers in Victoria, prior to NECF implementation in Victoria all references to the National Energy Retail Law and Rules in this contract should be read as references to the Energy Retail Code unless stated otherwise.

## 2. Terms and Conditions

---

### 2.1. The Parties

- a. This contract is between:
  - i. **Electricity In a Box Australia Pty Ltd** who sells energy to you under the name Arcstream energy at your premises (in this contract referred to as “we”, “our” or “us”); and You, the customer to whom this contract applies (in this contract referred to as “you” or “your”). If more than one person is named as a customer on an account, each person named is individually responsible for meeting all the responsibilities under this contract, including the requirement to pay all charges.
  - ii. **You**, as a customer, can nominate someone to be a secondary account holder in relation to your account. This means that they can operate your account with us and give us instructions in respect of that account as if they were you, and you are responsible for their actions.

### 2.2. Definitions and Interpretation

- a. Terms used in this contract have the same meanings as they have in the National Energy Retail Law and the Rules. However, for ease of reference, a simplified explanation of some terms is given at the end of this contract.
- b. Where the simplified explanations given at the end of this contract differ from the definitions in the National Energy Retail Law and the Rules, the definitions in the National Energy Retail Law and the Rules prevail.
- c. When reading, please keep in mind that defined terms may have a meaning more specific than the general English language meaning. While every effort has been made to avoid giving counterintuitive definitions to common terms, in some cases this is unavoidable (such as where terms are defined in legislation). It can often be helpful to read through the defined terms before reading the contract.

### 2.3. Do these terms and conditions apply to you?

#### These are our terms and conditions.

- a. This contract sets out the terms and conditions for a market retail contract for a small customer under the National Energy Retail Law and the Rules.

#### Application of these terms and conditions.

- b. These terms and conditions apply to you if:
  - i. you are a residential customer; or
  - ii. you are a business customer who is a small customer (and where we have not agreed that your premises are to be aggregated for the purposes of determining whether or not you are a small customer, in which case our Large Customer Contract would apply); and
  - iii. you request us to sell energy to you at your premises; and
  - iv. you give us your explicit informed consent to enter into a market retail contract.

## 2.4. What is the term of this contract?

### When does this contract start?

- a. This contract starts from when you consent to our terms and conditions. You are entitled to a cooling off period of 10 business days after we have provided you with the required information about your contract, as detailed by clause 2.4 (j), and after you satisfy any pre- conditions set out in the National Energy Retail Law and the Rules, including giving us acceptable identification and your contact details for billing purposes.
- b. Customers who sign up to the Arcstream subscription plan but choose not to proceed with the installation of a solar PV and battery system are no longer eligible customers, and they will default from this energy plan onto the standard Electricity In A Box plan.

### What is the contract period?

- c. This contract is for a nominal period of 24 months, although you can leave the contract at any time under the provisions of clause 2.4 (d).

### When does this contract end?

- d. This contract ends, without any exit fee, in the following circumstances:
  - i. if you give us a notice stating you wish to end the contract—subject to paragraph (ii), on a date advised by us of which we will give you at least 5 but no more than 20 business days notice; or
  - ii. if you are no longer a small customer:
  - iii. subject to paragraph (ii), on a date specified by us, of which we will give you at least 5 but no more than 20 business days notice; or
  - iv. if you have not told us of a change in the use of your energy—from the time of the change in use; or
  - v. if we both agree to a date to end the contract—on the date that is agreed; or
  - vi. if you start to buy energy for the premises from us or a different retailer under a customer retail contract— on the date the customer retail contract starts; or
  - vii. if a different customer starts to buy energy for the premises—on the date that customer’s contract starts; or if the premises are disconnected and you have not met the requirements in the Rules for reconnection—10 business days from the date of disconnection; or
  - viii. if you fail to provide a valid default payment method; or
  - ix. you do not meet the eligibility criteria
- e. If you do not give us safe and unhindered access to the premises to conduct a final meter reading (where relevant), this contract will not end under paragraph (c) (i) or (ii) until we have issued you a final bill and you have paid any outstanding amount for the sale of energy.
- f. Rights and obligations accrued before the end of this contract continue despite the end of the contract, including any obligations to pay amounts to us.

### Vacating your premises

- g. If you are vacating your premises, you must provide your forwarding address to us for your final bill in addition to a notice under clause 2.4 (c) (i) of this contract.
- h. When we receive the notice, we must use our best endeavors to arrange for the reading of the meter on the date specified in your notice (or as soon as possible after that date if you do not provide access to your meter on that date) and send a final bill to you at the forwarding address stated in your notice.

- i. You will continue to be responsible for charges for the premises until your contract ends in accordance with clause 2.4 (c) of this contract.

## The start of this contract

- j. In addition to these full terms and conditions, upon signing up with us we will give you various other details about your contract, including an Energy Price Fact Sheet or Price and Product Information Statement which details the prices that will apply to the contract, which outline our subscription prices for the sale of energy to you as a small customer.
- k. To the extent permitted by law, your entry into this contract denotes that you consent, and will provide confirmation of consent where requested, to a credit check or credit scoring by us or a third-party service provider. Where necessary or required by energy laws, we will obtain written confirmation of consent from you prior to any such check. Your entry into this contract denotes that you agree:
  - i. that we may obtain a consumer credit report containing information about you from a credit reporting agency for the purpose of assessing your application for credit, as specified in Part 111A of the Privacy Act 1988 (Cth), and you provide your explicit and informed consent to such consumer credit report being obtained. For this purpose you acknowledge that we are a credit provider, in that providing electricity and issuing a bill/account review to you is a loan which allows for deferral of payment for seven days or more in relation to that transaction; and
  - ii. to our exchange of creditworthiness information with credit reporting bodies including, but not limited to, and its related bodies corporate, as well as third party service providers, and you agree that we may obtain, and to the extent permitted by law, provide information about both consumer and commercial credit to such credit reporting bodies including, but not limited to, any outstanding debt you may owe to us. A copy of our Credit Reporting Policy can be found at <https://electricityinabox.com.au/>
- l. If you are a business customer, you consent to a credit check being undertaken on the registered business entity and on the company officers.
- m. If you do not consent to a credit check or your credit check fails to meet our criteria, we may cancel this contract.
- n. Your entry into this contract signals acceptance of enrolment into the Arcstream Virtual Power Plan (VPP) program. By participating in this program, you agree to give permission to Arcstream to manage your combined electricity resources – grid imports, solar PV generation, and battery – to support the cost of the Arcstream energy service. Our VPP offers a completely managed service that delivers the optimal result for you and enables you to use energy in abundance.

## 2.5. Scope of this contract

### What is covered by this contract?

- a. Under this contract we agree to sell you energy at your premises. We also agree to meet other obligations set out in this contract and to comply with the energy laws. In return, you agree:
  - i. to be responsible for charges for energy supplied to the premises until this contract ends under clause 2.4 (c) even if you vacate the premises earlier; and
  - ii. to pay the amounts billed by us under this contract; and
  - iii. to meet your obligations under this contract and the energy laws.

## What is not covered by this contract?

- b. This contract does not cover the physical connection of your premises to the distribution system, including metering equipment and the maintenance of that connection and the supply of electricity to your premises. This is the role of your distributor under a separate contract called a customer connection contract.

## 2.6. Your general obligations

### Full information

- a. You must give us any information we reasonably require for the purposes of this contract. The information must be correct, and you must not mislead or deceive us in relation to any information provided to us.

### Updating information

- b. You must tell us promptly if information you have provided to us changes, including if your billing address or email address changes or if your use of energy changes (for example, if you start running a business at the premises).

### Life support equipment

- c. If a person living at your premises requires life support equipment, you must register the premises with us or your distributor. To register, you will need to give written confirmation from a registered medical practitioner of the requirement for life support equipment at the premises.
- d. It is your responsibility to ensure that all relevant life support registration forms are returned to us as soon as possible as this will assist us to complete your registration.
- e. Equipment that is not approved as life support equipment by the relevant state government will not be registered as life support equipment by us.
- f. You must tell us or your distributor if the life support equipment is no longer required at the premises.

### Obligations if you are not an owner.

- g. If you cannot meet an obligation relating to your premises under this contract because you are not the owner, you will not be in breach of the obligation if you take all reasonable steps to ensure that the owner or other person responsible for the premises fulfils the obligation.

### Concession Card Holders

- h. If you are an eligible concession card holder and wish to obtain the relevant state government concession and/or rebate applicable for that jurisdiction, you authorise:
  - i. us to use Centrelink Confirmation eServices to perform a Centrelink or Department of Veteran's Affairs enquiry of your Centrelink or Department of Veteran's Affairs customer details and concession card status in order to enable us to determine if you qualify for a concession or rebate; and
  - ii. the Australian Government Department of Human Services to provide the results of that enquiry to us. You understand that:
  - iii. the Department of Human Services will use information you have provided to us to confirm your eligibility for concessions or rebates and will disclose to us personal information including your name, address, payment and concession card type and status;
  - iv. this consent remains valid while you are a customer of ours unless you withdraw it by contacting us or the Department of Human Services;



- v. you can obtain proof of your circumstances or details from the Department of Human Services and provide it to us so that your eligibility for the concession or rebate can be determined; and
- vi. if you withdraw your consent, or do not alternatively provide proof of your circumstances or details, you may not be eligible for the concession or rebate provided by us.

## 2.7. Our liability

- a. To the extent permitted by law, we give no condition, warranty or undertaking, and we make no representation to you, about the condition or suitability of energy, its quality, fitness for purpose or safety.
- b. Unless we have acted in bad faith or negligently, the National Energy Retail Law excludes our liability for any loss or damage you suffer as a result of the total or partial failure to supply energy to your premises, which includes any loss or damage you suffer as a result of the defective supply of energy.

### Note for Victorian customers:

Prior to NECF implementation in Victoria, the reference to the NERL in clause 2.7 (b) is a reference to, in the case of electricity, s.120 of the National Electricity Law as set out in the Schedule to the *National Electricity (South Australia) Act 1996*

- c. To the extent permitted by law, and other than to the extent we are in breach of this contract or negligent in relation to this contract, our liability to you under this contract is, if not otherwise excluded by law or this contract, limited to five per cent of the value of payments you have made to us under this contract in the three months preceding any claim.
- d. You hereby indemnify us against any loss or claim we may suffer due to your breach of this contract, your negligence in relation to this contract, or otherwise due to your acts or omissions, with our recourse to such indemnity to be limited in amount to the amount which we would otherwise be able to recover at general law for your breach of contract or negligence in respect of this contract.
- e. You hereby agree that we may set off any amount owed by us under this contract against any amount owed to us under this contract or any other contract between you and us, and that our liability to make payment will be reduced by the extent of any such set off.

## 2.8. Price for energy and other services

### Arcstream Subscription Pricing

By entering into this contract, you have accepted our offer to enter into one of Arcstream’s subscription plans, that comprise a fixed, flat monthly fee, a grid imports threshold, and a consumption charge for grid imports that exceed this threshold. The grid import threshold is matched to the size of the solar PV and battery energy storage system you have purchased, and Arcstream controls your battery system to deliver the optimal energy solution for your system.

The benefit of the Arcstream offer is twofold:

- Predictable and easy-to-understand energy bills matched to your lifestyle and the investment you have made in solar PV and battery energy storage system
- The potential, depending on market events in the grid, to be rewarded for your battery’s participation in the Arcstream VPP with the payment of “VPP credits” when your battery is used to respond to market events.
- VPP credits are payable for 50% of your batteries share of revenue from an event, up to a monthly cap of \$20.

### Note on interpretation

Clauses 2.8 (a) through (f) are used for the determination of the reference bill (i.e. the bill you would have received if you had not been on the subscription offer, as explained in clause 2.9 (h)). Please refer to clause 2.9 to see how this information is used to develop your bill.

## What are our tariffs and charges?

- a. Our prices for the sale of energy to you under this contract are included in the required information about your contract, as detailed by clause 2.4 (i).
- b. If any discount is to apply for some or all of the term of this contract, it will be disclosed to you as part of the required information about your contract, as detailed by clause 2.4 (i).
- c. In addition to the applicable prices, you may incur other fees. Information regarding fees is set out in our market contract terms. Where a fee is applied, we will endeavour to inform you of the fee(s) and gain your consent before the service is provided.

## GST

- d. Amounts specified in our offer prices from time to time and other amounts payable under this contract may be stated to be exclusive or inclusive of GST. Paragraph (d) applies unless an amount is stated to include GST.
- e. Where an amount paid by you under this contract is payment for a “taxable supply” as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

## 2.9. Billing

### General

- a. We will send a bill to you and the secondary account holder (if applicable) to the registered email address for your account, as soon as possible after the end of each monthly billing cycle.

## Estimating energy usage

- b. We may estimate the amount of energy consumed at your premises if your meter cannot be read, if your metering data is not obtained (for example, if access to the meter is not given or the meter breaks down or is faulty), or if otherwise necessary in the absence of actual metering data.
- c. If we estimate the amount of energy consumed at your premises to calculate a bill, we must:
  - i. clearly state on the bill that it is based on an estimation; and
  - ii. when your meter is later read, adjust your bill for the difference between the estimate and the energy actually used.
- d. If the later meter read shows that you have been undercharged, we will allow you to pay the undercharged amount in instalments, over the same period of time during which the meter was not read (if less than 12 months), or otherwise over 12 months.
- e. If the meter has not been read due to your actions, and you request us to replace the estimated bill with a bill based on an actual reading of the meter, we will comply with your request but may charge you any cost we incur in doing so.

## Your historical billing information

- f. Upon request, we must give you information about your billing history for the previous 2 years free of charge (to the extent we have data). However, we may charge you if we have already given you this information in the previous 12 months, or if you require information going back more than 2 years.

## Calculating the reference energy bill

- g. The Arcstream energy plan service provides you with a fixed, flat, monthly fee for your electricity as agreed through the selection of a subscription tier upfront. This fee includes costs incurred by Arcstream including:
  - i. the amount of energy consumed at your premises during the monthly billing cycle (using information obtained from reading your meter or otherwise in accordance with the Rules); and
  - ii. the charges payable for services provided by your distributor, including connection charges if you have asked for a new connection or connection alteration and have not made alternative arrangements with your distributor.

## Subscription billing

- h. Under the Arcstream energy plan subscription offer, you will be billed according to a chosen subscription tier as agreed at the beginning of the contract period. The subscription cost is a fixed, flat, monthly fee for your electricity usage, locked-in for a 24 month period for usage under the grid import threshold.
- i. Each subscription tier is subject to a different maximum grid usage level as outlined in our Energy Price Fact Sheets and grid imports which exceed this level will be charged at the energy consumption rate applicable for that subscription offer.
- j. The minimum cost of this plan over 24 months is the monthly subscription fee multiplied by 24

## VPP credits

- k. Dependent on the dispatch of the Arcstream VPP by the Australia Market Operator in response to Contingency Frequency Control Ancillary Services market events, you will receive "VPP credits" proportional to your battery's participation in the Arcstream VPP
- l. VPP credits are payable for 50% of your batteries share of revenue from a market event, up to a monthly cap of \$20

## Final billing

- m. Your final bill is comprised of:
  - i. a description of your energy usage, and the calculation of the reference bill
  - ii. a summary of your subscription bill and VPP credits; and
  - iii. the amount of fees and charges for any other services provided under this contract during the monthly billing cycle

## 2.10. Paying your bill

### What you have to pay

- a. You must pay to us the amount shown on each bill by the date for payment (the pay-by date) on the bill. The pay-by date will be no earlier than 13 business days from the date on which we issue your bill.

### Issue of reminder notices

- b. If you have not paid your bill by the pay-by date, we will send you a reminder notice that payment is required. The reminder notice will give you a further due date for payment which will be not less than 6 business days after we issue the notice.

### Difficulties in paying

- c. If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about payment options.
- d. If you are a residential customer and have told us that you have difficulty paying your bill, we must offer you the option of paying your bill under a payment plan. However, we are not obliged to do so if you have had 2 payment plans cancelled due to non-payment in the previous 12 months or have been convicted of an offence involving the illegal use of energy in the previous 2 years.
- e. Additional protections may be available to you under our Customer Hardship Policy and under the National Energy Retail Law and the Rules if you are a customer experiencing payment difficulties due to hardship. A copy of our Customer Hardship Policy is available on our website.

### Your preferred payment method

- f. When you sign up to us you must provide a preferred payment method, either a credit card or direct debit and you must ensure that the preferred payment is kept up to date and valid. You hereby consent to us automatically debiting your preferred payment method for any outstanding amounts due on your bill, such as where you do not make payment by the pay-by-date.
- g. In order to verify your preferred payment method you authorise us to make a debit of a nominal amount. We will credit or refund this amount as required.

## 2.11. Meters

### Access to your meter

- a. You must allow safe and unhindered access to your premises for the purposes of reading and maintaining the meters (where relevant).
- b. We will use our best endeavors to ensure that a meter reading is carried out as frequently as is needed to prepare your bills, consistently with the metering rules and in any event at least once every 12 months.

## Undercharging

- c. If we have undercharged you, we may recover the undercharged amount from you. If we recover an undercharged amount from you:
  - i. we will not charge interest on the undercharged amount; and
  - ii. we will offer you time to pay the undercharged amount in instalments over the same period of time during which you were undercharged (if less than 12 months), or otherwise over 12 months.
- d. The maximum amount we can recover from you is limited to the amount that has been undercharged in the 9 months immediately before we notify you, unless the undercharge is your fault, or results from your unlawful act or omission.

## Overcharging

- e. Where you have been overcharged by less than \$50, and you have already paid the overcharged amount, we must credit that amount to your next bill.
- f. Where you have been overcharged by \$50 or more, we must inform you within 10 business days of our becoming aware of the overcharge and, if you have already paid that amount, we must credit that amount to your next bill. However, if you request otherwise, we will comply with that request.
- g. If you have stopped buying energy from us, we will use our best endeavours to pay the overcharged amount to you within 10 business days .
- h. If you have been overcharged as a result of your own fault or unlawful act or omission, we may limit the amount we credit or pay you to the amount you were overcharged in the last 12 months.

## Reviewing your bill

- i. If you disagree with the amount you have been charged, you can ask us to review your bill in accordance with our standard complaints and dispute resolution procedures.
- j. If you ask us to, we must arrange for a check of the meter reading or metering data or for a test of the meter in reviewing the bill. You will be liable for the cost of the check or test and we may request payment in advance. However, if the meter or metering data proves to be faulty or incorrect, we must reimburse you for the amount paid.

### Note for Victorian customers:

Customers in Victoria are not required to pay for a meter check or test in advance.

- k. If we have undercharged you, we may recover the undercharged amount from you. If we recover an undercharged amount from you:
  - i. the portion of the bill that you do not dispute; or
  - ii. an amount equal to the average of your bills in the last 12 months.

## 2.12. Security deposits

### Security deposit

- a. We may require that you provide a security deposit. The circumstances in which we can require a security deposit and the maximum amount of the security deposit are governed by the Rules.

### Interest on security deposits

- b. Where you have paid a security deposit, we must pay you interest on the security deposit at a rate and on terms required by the Rules.

## Use of a security deposit

- c. We may use your security deposit, and any interest earned on the security deposit, to offset any amount you owe under this contract:
  - i. if you fail to pay a bill and as a result we arrange for the disconnection of your premises; or
  - ii. in relation to a final bill (i.e. a bill we issue when you vacate the premises or when you stop purchasing energy from us at your premises or when you request that your premises be disconnected).
- d. If we use your security deposit or any accrued interest to offset amounts owed to us, we will advise you within 10 business days.

## 2.13. Disconnection of supply

### When can we arrange for disconnection?

- a. Subject to us satisfying the requirements in the Rules, we may arrange for the disconnection of your premises if:
  - i. you do not pay your bill by the pay-by date and, if you are a residential customer, you:
    - i. fail to comply with the terms of an agreed payment plan; or
    - ii. do not agree to an offer to pay the bill by instalments, or having agreed, you fail to comply with the instalment arrangement; or
  - ii. you do not provide a security deposit we are entitled to require from you; or
  - iii. you do not give access to your premises to read a meter (where relevant) for 3 consecutive meter reads; or
  - iv. there has been illegal or fraudulent use of energy at your premises in breach of clause 2.16 of this contract; or
  - v. we are otherwise entitled or required to do so under the Rules or by law.

### Warning of disconnection

- b. Before disconnecting your premises, we must comply with relevant warning notice requirements and other provisions in the Rules. However, we are not required to provide a warning notice prior to disconnection in certain circumstances (for example, where there has been illegal or fraudulent use of energy at your premises or where there is an emergency or health and safety issue).

### When we must not arrange disconnection

- c. Subject to paragraph (b), your premises may not be disconnected during the following times ('the protected period'):
  - i. on a business day before 8.00am or after 2.00pm; or
  - ii. on a Friday or the day before a public holiday; or
  - iii. on a weekend or a public holiday; or
  - iv. on the days between 20 December and 31 December (both inclusive) in any year; or
  - v. if you are being disconnected under clause 2.13.(a) (i), during an extreme weather event.

#### Note for Victorian customers:

Paragraph (v) does not apply in Victoria.

- d. Your premises may be disconnected within the protected period: for reasons of health and safety; or

- i. in an emergency; or
- ii. as directed by a relevant authority; or
- iii. if you are in breach of clause 6.5 of your customer connection contract which deals with interference with energy equipment; or

#### Note for Victorian customers:

Victorian customers may be disconnected if it is permitted under their connection contract or under the applicable energy laws.

- iv. if you request us to arrange disconnection within the protected period; or
- v. if your premises contain a commercial business that only operates within the protected period and where access to the premises is necessary to effect disconnection; or
- vi. where the premises are not occupied.

## 2.14.Reconnection after disconnection

- a. We must request your distributor to reconnect your premises if, within 10 business days of your premises being disconnected:
  - i. you ask us to arrange for reconnection of your premises; and
  - ii. you rectify the matter that led to the disconnection; and
  - iii. you pay any reconnection charge (if requested).
- b. We may terminate this contract 10 business days following disconnection if you do not meet the requirements in paragraph (a).

## 2.15.Appropriate usage policy

### Use of energy

- a. You must not, and must take reasonable steps to ensure others do not:
  - i. illegally use energy supplied to your premises; or
  - ii. interfere or allow interference with any energy equipment that is at your premises except as may be permitted by law; or
  - iii. use the energy supplied to your premises or any energy equipment in a manner that:
    - i. unreasonably interferes with the connection or supply of energy to another customer; or
    - ii. causes damage or interference to any third party;
  - iv. allow energy purchased from us to be used otherwise than in accordance with this contract and the Rules; or
  - v. tamper with, or permit tampering with, any meters or associated equipment.

## 2.16.Notices and bills

- a. Notices and bills under this contract must be sent in writing, unless this contract or the National Energy Retail Law and the Rules say otherwise.
- b. A notice or bill sent under this contract is taken to have been received by you or by us (as relevant):
  - i. on the date it is handed to the party, left at the party's premises (in your case) or one of our offices (in our case) or successfully faxed to the party (which occurs when the sender receives a transmission report to that effect); or
  - ii. on the date 2 business days after it is posted; or



- iii. on the date of transmission (unless the sender receives notice that delivery did not occur or has been delayed) if sent electronically and the use of electronic communication has been agreed between us.
- c. Our contact details for you to contact us or send us a notice are as set out in our bill to you, or as notified to you from time to time. In entering into this contract we require you to give us your explicit informed consent to receiving any notices or documents electronically, including your bills.

## 2.17. Privacy Act notice

- a. We will collect, use and disclose your personal information in accordance with our privacy policy, which is available on our website

## 2.18. Dispute resolution

### Complaints

- b. If you have a complaint relating to the sale of energy by us to you, or this contract generally, you may lodge a complaint with us in accordance with our standard complaints and dispute resolution procedures. **Note:** Our standard complaints and dispute resolution procedures are published on our website.

### Our obligations in handling complaints

- c. If you make a complaint, we must respond to your complaint within the required timeframes set out in our standard complaints and dispute resolution procedures and inform you:
  - i. of the outcome of your complaint and the reasons for our decision; and
  - ii. that if you are not satisfied with our response, you have a right to refer the complaint to the Energy and Water Ombudsman NSW, Energy and Water Ombudsman QLD, Energy and Water Ombudsman SA or Energy and Water Ombudsman Victoria, depending on your State.

## 2.19. Force majeure

### Effect of force majeure event

- a. If either party to this contract cannot meet an obligation under this contract because of an event outside the control of that party ('a force majeure event'):
- b. the obligation, other than an obligation to pay money, is suspended to the extent it is affected by the force majeure event for as long as the force majeure event continues; and
- c. the affected party must use its best endeavours to give the other party prompt notice of that fact including full particulars of the event, an estimate of its likely duration, the extent to which the affected party's obligations are affected and the steps being taken to remove, overcome or minimise those effects.

### Deemed prompt notice

- d. If the effects of a force majeure event are widespread, we will be deemed to have given you prompt notice if we make the necessary information available by way of a 24 hour telephone service within 30 minutes of being advised of the event or otherwise as soon as practicable.



## Obligation to overcome or minimise effect of force majeure event

- e. A party that claims a force majeure event must use its best endeavours to remove, overcome or minimise the effects of that event as soon as practicable.

## Settlement of industrial disputes

- f. Nothing in this clause requires a party to settle an industrial dispute that constitutes a force majeure event in any manner other than the manner preferred by that party.

## 2.20. Applicable law

- a. The laws of NSW, QLD, SA or Victoria (depending on the State in which your premises is located, the laws of that State being applicable) govern this contract.

## 2.21. Retailer of last resort event

- a. If we are no longer entitled by law to sell energy to you due to a RoLR event occurring in relation to us, we are required under the National Energy Retail Law and the Rules to provide relevant information (including your name, billing address and metering identifier) to the entity appointed as the relevant designated retailer for the RoLR event and this contract will come to an end.

## 2.22. General

### Our obligations

- a. Some obligations placed on us under this contract may be carried out by another person. If an obligation is placed on us to do something under this contract, then:
  - i. we are taken to have complied with the obligation if another person does it on our behalf; and
  - ii. if the obligation is not complied with, we are still liable to you for the failure to comply with this contract.

### Amending this contract

- b. This contract may only be amended in accordance with the procedures set out in the National Energy Retail Law.
- c. We must publish any amendments to this contract at <https://electricityinabox.com.au>

#### Note for Victorian customers:

For Victorian customers the relevant procedures are set out in section 40A of the *Electricity Industry Act*.

### 3. Simplified explanation of terms

---

**billing cycle** means the regular recurrent period for which you receive a bill from us;

**business day** means a day other than a Saturday, a Sunday or a public holiday;

**customer** means a person who buys or wants to buy energy from a retailer;

**customer connection contract** means a contract between you and your distributor for the provision of customer connection services;

**designated retailer** means the financially responsible retailer for the premises (where you have an existing connection) or the local area retailer (where you do not have an existing connection) for your premises;

**disconnection** means an action to prevent the flow of energy to the premises, but does not include an interruption;

**distributor** means the person who operates the system that connects your premises to the distribution network

#### Note for Victorian customers:

In Victoria, Electricity Industry Act means the *Electricity Industry Act 2000*.

**emergency** means an emergency due to the actual or imminent occurrence of an event that in any way endangers or threatens to endanger the safety or health of any person, or normal operation of the distribution system or transmission system, or that destroys or damages, or threatens to destroy or damage, any property;

**energy** means electricity or gas;

**energy laws** means national and State and Territory laws and rules relating to energy and the legal instruments made under those laws and rules;

#### Note for Victorian customers:

In Victoria, Energy Retail Code means the Energy Retail Code produced by the Essential Services Commission Victoria as amended from time to time.

**force majeure event** means an event outside the control of a party;

#### Note for Victorian customers:

in Victoria, Gas Industry Act means the *Gas Industry Act 2001*.

**GST** has the meaning given in the *GST Act (A New Tax System (Goods and Services Tax) Act 1999 (Cth))*;

**National Energy Retail Law** means the Law of that name that is applied by each participating State and Territory;

**relevant authority** means any person or body who has the power under law to direct us, including the Australian Energy Market Operator and State or Federal Police;

**residential customer** means a person who purchases energy principally for personal, household or domestic use at their premises;

**retailer** means a person that is authorised to sell energy to customers;

**RoLR event** means an event that triggers the operation of the Retailer of Last Resort scheme under the National Energy Retail Law;

**Rules** means the National Energy Retail Rules made under the National Energy Retail Law;

**security deposit** means an amount of money paid to us as security against non-payment of a bill in accordance with the Rules;

**small customer** means:

- a. a residential customer; or
- b. a business customer who consumes energy at or below a level determined under the National Energy Retail Law;

**Note for Victorian customers:**

In Victoria, a small customer is a ‘domestic or small business customer’ as defined in the Electricity Industry Act or the Gas Industry Act.

**standing offer prices** means tariffs and charges that we charge you for or in connection with the sale and supply of energy under our standard retail contract.

## 4. Contacts and Version Control

---

### 4.1. Contact Information

If you have any questions about our customer contract, please contact us at the details below.

|                 |  |
|-----------------|--|
| <b>Email:</b>   | <a href="mailto:customer@arcstream.solutions">customer@arcstream.solutions</a> |
| <b>Phone:</b>   | 1800 170 150   |
| <b>Address:</b> | 15 Blue St, North Sydney NSW 2060  |

### 4.2. Version Control

|                   |                      |
|-------------------|----------------------|
| <b>Version:</b>   | ARCSROCTCV1March2022 |
| <b>Effective:</b> | March 2022           |