

19/01/2022

The Embedded Networks Company Pty Ltd
ABN 321 19677 431 trading as seene
For more information, go to www.seene.com.au



FR

To the Occupant
Shop 1



Disconnection Warning Notice

Dear Occupant,

We recently contacted you on 20/10/2021 to advise that there has been Electricity usage at this address, but according to our records a customer registration has not been completed.

We requested that you register at <https://www.seene.com.au/registration/#/alchemy>

When registering please ensure you select the connection date you moved into the property as it could be a date in the past.

What if we don't hear from you?

If you do not complete the customer registration within ten (10) Business Days from the date of this notice, we will **immediately commence the process to disconnect the electricity supply** to this address without further notice.

Once disconnection has taken place, and we then receive a registration for these premises, a re-connection fee may apply.

If registration has been completed prior to 3pm after the disconnection has taken place, you will be reconnected the same day.

If registration has been completed after 3pm, you will be reconnected the next Business Day.

If you dispute this matter, the quickest way to resolve it is to call us on 1300 609 387. If you're still not happy with the resolution we offer, you can call the Energy and Water Ombudsman Scheme of Victoria on 1800 500 509.

If you have any queries or concerns regarding this letter, please email us at hello@seene.com.au or give a call on 1300 609 387 Monday – Friday 9:00am to 5:00pm AEST to discuss your situation.

If you require an Interpreter, please call 1800 106 783.

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Ротос tłumaczy

The seene team

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To the Occupant



Welcome to seene!

Dear Occupant,

Alchemy has implemented a private electricity embedded network.

seene has been appointed to supply electricity services to the residents and tenants at Alchemy. Customers of seene benefit from no lock-in contracts, attractive rates, a fully digital customer experience, monthly eBills, simplified Move in and Move out processes and a customer service team supporting your needs.

Ensure you select the connection date you moved into the property as it could be a date in the past.

You can register now at <https://www.seene.com.au/registration/#/alchemy>

You will also find details of your energy plan schedule and the terms and conditions of our service by visiting the above registration link.

Once you have registered and setup your account with seene, you can fully manage your electricity services online including receiving your current bill, viewing your past bills and contacting us if you have any queries.

What if we don't hear from you?

If a registration is not completed within (10) business days from the date of this letter, we may commence disconnection of your electricity service, if you have a smart meter this may be done remotely.

We look forward to having you as a valued customer.

If you have any queries or concerns regarding this letter, please email us at hello@seene.com.au or give a call on 1300 609 387 Monday – Friday 9:00am to 5:00pm AEST to discuss your situation.

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Dear Occupant,

We recently contacted you on 25/10/2021 to advise that there has been Electricity usage at this address, but according to our records a customer registration has not been completed.

We requested that you register at <https://www.seene.com.au/registration/#/eastsidehighlands/>

When registering please ensure you select the connection date you moved into the property as it could be a date in the past.

What if we don't hear from you?

If you do not complete the customer registration within ten (10) Business Days from the date of this notice, we will **immediately commence the process to disconnect the electricity supply** to this address without further notice.

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