

GloBird Energy Pty Ltd
ABN: 68 600 285 827
Postal Address: PO BOX 398, Ringwood, VIC, 3134
Ph: 13 3456
Website: www.globirdenergy.com.au

Polly Welch

155 CHIRNSIDE ST
KINGSVILLE
VIC 3012

25 March 2020

Welcome to GloBird Energy

Thank you for choosing GloBird Energy as your new energy retailer. We're delighted to welcome you on board. Below is all the information you need about the energy plan you have chosen, including:

- your offer summary
- disclosure statement and energy retail agreement, which includes price and discount details
- a cancellation notice, in case you change your mind

You're free as a bird

At GloBird Energy you're free to change your mind at any time. Not only do you have the flexibility of a 10-business day cooling-off period, but we don't have lock in contracts or termination fees, so you're free to enjoy our low-cost energy for as long as you like

What next?

Relax and let us do the work. If you're moving in, we'll notify you when the connection is done. Or if you're simply switching provider, we'll contact your previous retailer and get the switch to GloBird Energy done as soon as possible. This can sometimes take a few weeks, but we'll contact you as soon as it's complete. From then on, you'll enjoy our generously discounted energy rates at:

155 CHIRNSIDE ST
KINGSVILLE, VIC 3012

Our promise to you

- No lock-in contracts
- A simple, convenient switchover
- The best customer service in the market
- Excellent value energy



If you have any queries or need further information, please call us on 13 3456 (Mon to Fri 8:30am-5:30pm, Sat 10:00am-4:00pm).

Our professional, locally based customer service team will be happy to assist you.



Customer Service Team
cs@globirdenergy.com.au

GloBird Energy
PO BOX 398 Ringwood VIC 3134
13 3456
www.globirdenergy.com.au

ENERGY RETAIL AGREEMENT

AGREEMENT DETAILS

1. The Agreement is between GloBird Energy and you:

Customer name:	Polly Welch
ABN/ACN (for business only):	N/A
Contact person:	Polly Welch
Mailing address:	155 CHIRNSIDE ST KINGSVILLE VIC 3012
Agree to receive electronic communications:	Yes
Email address:	pollyannwelch@gmail.com

2. Our details:

GloBird Energy's representative:	Daniel Wong
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3. The Agreement is made on:

Acceptance Date:	26/08/2019
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4. The Agreement is for the sale of electricity to you at the following Premises:

Address	NMI	Life support
155 CHIRNSIDE ST KINGSVILLE VIC 3012	60010454198	No If yes, please give us confirmation from a registered medical practitioner of the requirement for life support equipment at the Premises.

5. The term of the Agreement is as follows:

Term:	Open – No fixed term, no termination fee
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6. Billing details under the Agreement are as follows

Account number:	10077412
Billing Period:	MONTHLY
Biller Code for BPAY/Direct Debit/Online/Phone Payment:	625921
Reference Number for BPAY/ Direct Debit/Online/Phone Payment:	100774124

7. The Agreement includes the following Energy Plan and the Terms and Conditions that also follow.

8. By accepting the offer contained in the Energy Plan:

- 8.1 you give your explicit informed consent to entering into the Agreement with us, which will be legally binding, to us becoming your Energy retailer for the Premises, and in particular to those Terms and Conditions under which we have a right to change discounts, prices, fees and charges; and
- 8.2 you consent to us collecting, holding, using and disclosing relevant Personal Information, Sensitive Information and Credit Information about you to allow us to set up your account, to sell Energy to you and otherwise for the purposes of the Agreement.

IMPORTANT NOTICE TO THE CONSUMER: You have a right to cancel this Agreement within 10 Business Days from and including the day after you signed or received this Agreement. Details about your additional rights to cancel this Agreement are set out in the information attached to this Agreement.

You may be contacted as part of an audit procedure to confirm your understanding of, and your consent to, the Agreement.

ENERGY PLAN - GLOSAVE

Background

This Energy Plan – our “GLOSAVE” offering – sets out our offer to sell electricity to you at the Premises.

Discounts

Under GLOSAVE, you are entitled to one of the following conditional discounts, depending on how you pay your bills, for at least 12 months after the Acceptance Date, until the first Review Date occurring after the end of those 12 months. These discounts apply to either or both of your service to property charge and usage charges as indicated in the table below:

1. A conditional discount of 35% off the energy usage charges, if you pay on or before the invoice due date with direct debit.
2. A conditional discount of 34% off the energy usage charges, if you pay on or before the invoice due date with any other payment method.

Prices, fees and charges

	UNITS	GST Inc. price before discount	GST Inc. price after conditional discount*
Daily Charge	\$/Day	1.5400	1.0010
Peak Usage - First 30.00 KWh/Day	\$/KWh	0.3025	0.1966
Peak Usage Balance	\$/KWh	0.3850	0.2503

*The after-discount prices listed above include the on time payment discount of 35% which is only applicable if you pay by direct debit. You will NOT be entitled to the direct debit discount until you have entered into a direct debit arrangement with us.

1. Depending on your meter configuration and tariff type, you could be paying a flat price for power at any time of the day, or you could be paying a different price for power depending on when and how you use it. To see a list of tariff types and the times when and how different rates apply such as Peak, Shoulder, Off-Peak, Controlled Load, or Demand Charges please visit globirdenergy.com.au/legal/flexible/.
2. For COMMS3 and COMMS4 meters (Large Commercial and Industrial customers) ONLY: Meter Charge: \$3.28 per day including GST. Other Fees and Charges GloBird do not charge early termination fees if you are switching to another retailer. However, if you are moving-out and need to have the power disconnected, a standard de-energisation service charge applies.

Other fees and charges

In addition, you may incur other fees and charges the current amounts of which are as follows:

Charge Item	Unit	Comment	Unit Charge Rate GST inclusive
Paper Bill (per bill)	Per Bill	If you opt to receive paper bills by post.	\$2.50
Post Bill Pay (per payment)	Per Transaction	If you pay at the post office.	\$0.00
Credit Card Processing Fee/Surcharge	Per Attempt	We do not charge a credit card processing fee or surcharge. Acceptable credit cards are VISA, Master Card, and American Express.	NIL
Re-energising – Standard (Smart Meter)	Per Attempt	Not applicable for customers who simply switch their existing account to GloBird. This charge is for re-connection of power, or if you are creating a new account at the address (for example move-in customers), and your meter is an eligible smart meter. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. You must give us at least one business day notice.	\$22.00
Re-energising – Standard (Basic Meter)	Per Attempt	Not applicable for customers who simply switch their existing account to GloBird. This charge is for re-connection of power, or if you are creating a new account at the address (for example move-in customers), and your meter is an eligible basic meter. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. You must give us at least one business day notice.	\$70.00
De-energising (Smart Meter)	Per Attempt	For Move-Out customers with an eligible smart meter only. The charge still applies on failed de-energisation attempt caused by accessibility issues.	\$22.00
De-energising (Basic Meter)	Per Attempt	For Move-Out customers on basic meters only. The charge still applies on failed de-energisation attempt caused by accessibility issues.	\$70.00
Re-energising Same Day Business Hours	Per Attempt	Only charged where a connection is needed (Move-In Customers) who request power same day, not applicable for customers who simply switch their existing account to GloBird. Request must be received before 3.00PM for customers with eligible smart meters, or before 2.00PM for basic meters. This charge still applies even on a failed reenergisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. Upfront payment required with a credit card over the phone.	\$88.00
Re-energising Same Day After Hours	Per Attempt	Only charged where a connection is needed (Move-In customers) who request power same day, but after the cut off times mentioned above. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. Upfront payment required with a credit card over the phone.	\$396.00
Meter Reconfiguration	Per Attempt	This covers the fee charged by the company responsible for your meter (for example local network company) to re-configure the meter tariff type. It also covers our admin cost and back office cost.	\$55.00

Charge Item	Unit	Comment	Unit Charge Rate GST inclusive
Special Meter Read (per attempt)	Per Attempt	GloBird does NOT charge Special Meter Read fees on new customers when signing up. However, you can request a Special Meter Read service for a basic meter at any time, but you are responsible to ensure the meter company have access to the meter box on the day. The charge still applies if the read attempt failed due to accessibility issues.	\$55.00
Metering Exit or Supply Abolishment	Per Attempt	A fee for the removal, abolishment, or termination of a meter. For example, where you demolish a house for development or otherwise remove an existing meter. This includes any "Meter Exit Fee" charged by your distributor. We will refund up to \$500, if your local distributor chooses NOT to charge a Meter Exit Fee.	\$660.00
Solar tariff setup	Per Attempt	A setup fee for new solar panel installation. The fee covers the cost of meter reconfiguration to be feed-in compatible, administration costs, and changing the tariff type to a solar tariff.	\$132.00
Wechat/ Alipay Processing Fee	Per Attempt	This charge does not apply for the first two payments received on an account in a calendar month. This fee is only charged per transaction, for each transaction above the first two payments received per calendar month. We do not accept payments that are significantly above the amount of your normal energy bill, and a process fee of 2% applies to the refund of any overpayment received by Wechat/Alipay.	\$1.10
Cheque Dishonoured Fee	Per Cheque	For cheques returned or dishonoured by your financial institution, charged per cheque.	\$27.50
Direct Debit Dishonoured Fee	Per Transaction	For continuous direct debit attempts that are dishonoured by your financial institution, maximum one charge per month per account.	\$27.50
Change Account Ownership (Smart Meter)	Per Occurrence	If you wish to transfer the ownership of the energy account to another person, and have a smart meter. We will need to arrange a final read to finalise your bill and begin billing the new account holder. New account holders may be subject to a credit check.	\$22.00
Change Account Ownership (Basic Meter)	Per Occurrence	If you wish to transfer the ownership of the energy account to another person, and have a basic meter. We will need to arrange a final read to finalise your bill and begin billing the new account holder. New account holders may be subject to a credit check.	\$55.00
Disconnection of Electricity for non-payment	Per Attempt	This is a fee is charged if your electricity supply was disconnected by us as a result of non-payment.	\$99.00
Reconnection of Electricity for non-payment	Per Attempt	This fee is charged to reconnect electricity supply if the disconnected was a result of non-payment.	\$99.00
Other	Our Discretion	For any other services request, please call 133 456 for quote.	POA

Notes:

1. We do not charge an early termination fee if you switch to another retailer.
2. We do not currently charge any credit card processing fee or surcharge. Acceptable credit cards are: VISA, Master Card, and American Express.
3. Paper bill charges do not apply for Premises in New South Wales.
4. Reconnection, disconnection and special meter read charges apply if an attempt is unsuccessful due to issues at the Premises.
5. We do not charge new customers special meter read fees on their transfer to GloBird Energy unless there are access issues causing multiple attempts to access your meter.

GloBird's right to change discounts, prices, fees and charges

We will review your prices at times when the government or energy regulatory changes the prices of the Victorian Default Offer. This means at any time we can change any discount or benefit you are entitled to, or at any time change your prices, solar feed in rates, fees or charges, or introduce a new fee or charge, to cover any External Costs increase, to cover any Other Costs increase and also in line with any Significant CPI Increase. At our discretion, we may also review your prices, fees and charges and re-set them at new levels or introduce new fees and charges, with effect from any Review Date. We will give you advance written notice of any change to your discount, any increase in your prices, fees or charges and the introduction of any new fee or charge. See clauses 18 and 19 of the Terms and Conditions for full particulars.

Solar Feed-in Tariff

If you have solar panels installed, you will be entitled to any existing minimum government defined Feed-In Tariff scheme benefit depending on your state or territory, plus any additional incentive feed-in tariff provided by GloBird Energy. Solar Feed In rates are subject to government changes. The nature and structure of your tariff may change depending on the distribution zone and meter type.

Schema	State Government and Schema Feed-in Tariff (Cents/KWh)	Additional GloBird Incentive Feed-In Tariff (Cents/KWh)	Total Feed-in Tariff inc. GST (Cents/KWh)	Comment
Premium FIT	60.0	12.0	72.0	The Premium Feed-In Tariff Scheme (PFIT) closed to new applicants on 31 December 2011. If you successfully applied to the PFIT scheme you will receive a premium feed-in tariff (FIT) until 31 December 2024. Conditions apply.
FIT	0	12.0	12.0	Current solar export FIT

Additional Terms

Nil.

GloBird Energy Pty Ltd
 ABN: 68 600 285 827
 Address: Unit 10, 613 Whitehorse Road, Mitcham, VIC 3132
 Postal Address: PO BOX 398, Ringwood, VIC, 3134
 Ph: 13 3456
 Website: www.globirdenergy.com.au

Credit Card Direct Debit Form

Please register online: www.globirdenergy.com.au/directdebit

Your customer reference number is **100774124** when register online

Or please fill in the application form below and post back to us:

Step 1: Your details

Customer Reference Number	100774124	ABN/ACN	N/A
Customer / Business Name	Polly Welch		
Address	155 CHIRNSIDE ST		
	KINGSVILLE		
	State	VIC	Postcode
			3012
Email			
Contact Phone			

Step 2: Direct debit details

Credit Card Types We Accept	<ul style="list-style-type: none"> American Express MasterCard Visa
Cardholder's name as shown on card	
Card Number	
Expiry Date (MM/YYYY)	MM/YYYY

Step 3: Authorisation – Please authorise payments by signing in the space below

Card Holder Signature:	
Date (DD/MM/YYYY):	DD/MM/YYYY

Step 4: Mail your direct debit application to GloBird Energy :

GloBird Energy
 PO Box 398
 Ringwood, VIC, 3134

Credit Card Direct Debit Service Agreement

Please keep this page for your reference

This is your Direct Debit Service Agreement with GloBird Energy. It explains what your obligations are to us and our obligations to you.

Please keep this agreement for future reference as it forms part of the terms and conditions of your direct debit application and it should be read in conjunction with your direct debit authorisation.

Definitions:

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Service Agreement between you and us.

business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

direct debit means the Direct Debit agreement between us and you.

us or we means GloBird Energy.

you means the customer who has signed or authorised by other means the Direct Debit Application.

your financial institution means the financial institution nominated by you on the Direct Debit Application at which the account is maintained.

Debiting your account:

By signing a Direct Debit Application or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Application and this agreement for the terms of the arrangement between you and us.

We'll only arrange for funds to be debited from your account as authorised in the Direct Debit Application.

When the due date for payment falls upon a non-business day or public holiday, we'll debit your account on the next business day.

Amendments by us:

If for any reason, there is any change to this agreement we'll provide you with at least 14 days' notice of the change.

Amendments by you:

If you need to change your details or alter/amend/cancel any debit or transaction, you must provide us with at least 5 business days' notice. Alternatively, you can make changes by contacting your financial institution.

Your obligations:

You should ensure:

- (a) your financial institution has direct debit available from your account.
- (b) the account details you have provided us are correct. Check them against a recent account statement or the retail agreement;
- (c) there are sufficient funds in your account to meet a direct debit payment. If not, we will require payment in another form and may charge interest on the unpaid amount and for any administration costs. You may also be charged a fee and/or interest by your financial institution.
- (d) the amounts debited from your account are correct by checking your account statements.

Dispute:

If you believe there's been an error in debiting your account, notify us by calling 13 3456 OR 1300 516 888 中文, emailing CustomerService@GloBirdEnergy.com.au, or you can contact your financial institution. If your account has been incorrectly debited, we'll arrange for your financial institution to adjust your account (including interest and charges). We'll let you know the amount that your account has been adjusted. If your account has not been incorrectly debited, we'll respond with the reasons why.

Confidentiality:

We'll keep any information (including your account details) in your Direct Debit Application confidential. We'll make reasonable efforts to keep any information we have about you secure and ensure that our employees or agents do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose your information to the extent specifically required by law or for the purpose of this agreement (including disclosing information in connection with any query or claim).

Bank Account Direct Debit Form



Feel the glow & SAVE
1300 456 247
PO Box 398 Ringwood Vic 3134

Your Details

Customer Number:

Customer Name:

Customer Address:

Postcode:

Phone:

Mobile:

By signing below, I authorise and request GloBird Energy APCA ID 498430 to debit this bank account through the bulk electronic clearing system (BECS) and confirm that I am the holder of that account.

Customer signature(s)

Date:

Details of your bank account

Name(s) on Bank Account:

Name of Bank or Financial Institution:

BSB Number:

 —

Account No:

Account signature(s)

Date:

If joint account, all signatures may be required

Account signature(s)

Date:

IMPORTANT:
Please check the information you have provided carefully. Fees and charges apply if direct debit fails for insufficient funds, or for invalid account details
More info: www.globirdenergy.com.au/legal/fees

PLEASE COMPLETE THIS FORM AND RETURN IT TO US.

By Post: PO Box 398 Ringwood Vic 3134

OR

By Email: CustomerService@GlobirdEnergy.com.au

By signing this form you agree:

- That your nominated account for drawings can accept direct debits and that your account will contain sufficient funds to enable us to draw down your account payments directly from your nominated account in amounts as advised by us to your financial institution.
- Where a payment is dishonoured by your bank, GloBird Energy will require payment in another form. We may charge interest on the unpaid amount and for any administration costs.
- If you need to change your details or alter/amend any debit or transaction, you must provide us with at least five business days notice.
- The full outstanding amount will be direct debited from your account on the date specified on your bill, unless otherwise agreed upon as part of a negotiated payment plan.

GloBird Energy will ensure:

- When the due date for payment falls upon a non-business day or a public holiday, we will debit your account on the next business day.
- Your direct debit information will remain confidential. We will not disclose your information to any parties other than your financial institution, unless otherwise agreed with you.
- If for any reason there is any change to this arrangement, we will provide you with at least 14 days notice of the change.

This is your Direct Debit Service Agreement with GloBird Energy, APCA ID 498430 user ID & ABN 68 600 285 827.

It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DOR) and should be read in conjunction with your DOR authorisation.

DEFINITIONS

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you.

us or we means GloBird Energy (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has signed or authorised by other means the Direct Debit Request.

your financial institution means the financial institution nominated by you on the DOR at which the account is maintained.

1. DEBITING YOUR ACCOUNT

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request or we will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. AMENDMENTS BY US

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. AMENDMENTS BY YOU

3.1 You may change, stop or defer a debit payment; or terminate (cancel) this agreement at any time by providing us with at least **10 days** notification by writing to: **PO Box 398 Ringwood Vic 3134** or by telephoning us on 13 3456 during business hours: or arranging it through your own financial institution which is required to act promptly on your instructions.

*Note: in relation to the above reference to 'change' your financial Institution may change your debit payment only to the extent of advising us - **GloBird Energy** - of your new account details

4. YOUR OBLIGATIONS

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

- a) you may be charged a fee and/or interest by your financial institution,
- b) you may also incur fees or charges imposed or incurred by us, and
- c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct, at which the account is maintained.

5. DISPUTES

5.1 If you believe there has been an error in debiting your account, you should notify us directly on 13 3456 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. ACCOUNTS

You should check:

- a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
- b) your account details which you have provided to us are correct by checking them against a recent account statement: and
- c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. CONFIDENTIALITY

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- a) to the extent specifically required by law, or
- b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. NOTICE

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to: PO Box 398 Ringwood Vic 3134.

8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.

8.3 If sent by mail, communications are taken to be received on the day they would be received in the ordinary course of post.

DISCLOSURE STATEMENT

As required by Energy Law, this summary repeats important aspects of our Energy Plan and Agreement

GLOSAVE

Introduction

This is our Disclosure Statement for our “GLOSAVE” offering.

Please see the copy of the Agreement provided with this Disclosure Statement for the full terms and conditions applicable to our offer. If you would like further information on the offer, or if you are interested in taking the offer up, please follow the links to the quoting page on our website at www.globirdenergy.com.au or call us on one of the above numbers.

For information about choosing an energy retailer visit: <https://compare.energy.vic.gov.au/>.

For information about Government energy assistance and concession schemes, please visit: www.globirdenergy.com.au/concessions/.

Capitalised terms in this Disclosure Statement have the meaning given to them in the Agreement.

Discounts

Under GLOSAVE, you are entitled to one of the following conditional discounts, depending on how you pay your bills, for at least 12 months after the Acceptance Date, until the first Review Date occurring after the end of those 12 months. These discounts apply to either or both of your service to property charge and usage charges as indicated in the table below:

1. A conditional discount of 35% off the energy usage charges, if you pay on or before the invoice due date with direct debit.
2. A conditional discount of 34% off the energy usage charges, if you pay on or before the invoice due date with any other payment method.

Prices, fees and charges

	UNITS	GST Inc. price before discount	GST Inc. price after conditional discount*
Daily Charge	\$/Day	1.5400	1.0010
Peak Usage - First 30.00 KWh/Day	\$/KWh	0.3025	0.1966
Peak Usage Balance	\$/KWh	0.3850	0.2503

*The after-discount prices listed above include the on time payment discount of 35% which is only applicable if you pay by direct debit. You will NOT be entitled to the direct debit discount until you have entered into a direct debit arrangement with us.

Other fees and charges

In addition, you may incur other fees and charges the current amounts of which are as follows:

Charge Item	Unit	Comment	Unit Charge Rate GST inclusive
Paper Bill (per bill)	Per Bill	If you opt to receive paper bills by post.	\$2.50
Post Bill Pay (per payment)	Per Transaction	If you pay at the post office.	\$0.00
Credit Card Processing Fee/Surcharge	Per Attempt	We do not charge a credit card processing fee or surcharge. Acceptable credit cards are VISA, Master Card, and American Express.	NIL
Re-energising – Standard (Smart Meter)	Per Attempt	Not applicable for customers who simply switch their existing account to GloBird. This charge is for re-connection of power, or if you are creating a new account at the address (for example move-in customers), and your meter is an eligible smart meter. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. You must give us at least one business day notice.	\$22.00
Re-energising – Standard (Basic Meter)	Per Attempt	Not applicable for customers who simply switch their existing account to GloBird. This charge is for re-connection of power, or if you are creating a new account at the address (for example move-in customers), and your meter is an eligible basic meter. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. You must give us at least one business day notice.	\$70.00
De-energising (Smart Meter)	Per Attempt	For Move-Out customers with an eligible smart meter only. The charge still applies on failed de-energisation attempt caused by accessibility issues.	\$22.00
De-energising (Basic Meter)	Per Attempt	For Move-Out customers on basic meters only. The charge still applies on failed de-energisation attempt caused by accessibility issues.	\$70.00
Re-energising Same Day Business Hours	Per Attempt	Only charged where a connection is needed (Move-In Customers) who request power same day, not applicable for customers who simply switch their existing account to GloBird. Request must be received before 3.00PM for customers with eligible smart meters, or before 2.00PM for basic meters. This charge still applies even on a failed reenergisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. Upfront payment required with a credit card over the phone.	\$88.00
Re-energising Same Day After Hours	Per Attempt	Only charged where a connection is needed (Move-In customers) who request power same day, but after the cut off times mentioned above. This charge still applies even on a failed re-energisation attempt caused by either accessibility issues or if you fail to turn OFF the main power switch as requested. Upfront payment required with a credit card over the phone.	\$396.00
Meter Reconfiguration	Per Attempt	This covers the fee charged by the company responsible for your meter (for example local network company) to re-configure the meter tariff type. It also covers our admin cost and back office cost.	\$55.00

Charge Item	Unit	Comment	Unit Charge Rate GST inclusive
Special Meter Read (per attempt)	Per Attempt	GloBird does NOT charge Special Meter Read fees on new customers when signing up. However, you can request a Special Meter Read service for a basic meter at any time, but you are responsible to ensure the meter company have access to the meter box on the day. The charge still applies if the read attempt failed due to accessibility issues.	\$55.00
Metering Exit or Supply Abolishment	Per Attempt	A fee for the removal, abolishment, or termination of a meter. For example, where you demolish a house for development or otherwise remove an existing meter. This includes any "Meter Exit Fee" charged by your distributor. We will refund up to \$500, if your local distributor chooses NOT to charge a Meter Exit Fee.	\$660.00
Solar tariff setup	Per Attempt	A setup fee for new solar panel installation. The fee covers the cost of meter reconfiguration to be feed-in compatible, administration costs, and changing the tariff type to a solar tariff.	\$132.00
Wechat/ Alipay Processing Fee	Per Attempt	This charge does not apply for the first two payments received on an account in a calendar month. This fee is only charged per transaction, for each transaction above the first two payments received per calendar month. We do not accept payments that are significantly above the amount of your normal energy bill, and a process fee of 2% applies to the refund of any overpayment received by Wechat/Alipay.	\$1.10
Cheque Dishonoured Fee	Per Cheque	For cheques returned or dishonoured by your financial institution, charged per cheque.	\$27.50
Direct Debit Dishonoured Fee	Per Transaction	For continuous direct debit attempts that are dishonoured by your financial institution, maximum one charge per month per account.	\$27.50
Change Account Ownership (Smart Meter)	Per Occurrence	If you wish to transfer the ownership of the energy account to another person, and have a smart meter. We will need to arrange a final read to finalise your bill and begin billing the new account holder. New account holders may be subject to a credit check.	\$22.00
Change Account Ownership (Basic Meter)	Per Occurrence	If you wish to transfer the ownership of the energy account to another person, and have a basic meter. We will need to arrange a final read to finalise your bill and begin billing the new account holder. New account holders may be subject to a credit check.	\$55.00
Disconnection of Electricity for non-payment	Per Attempt	This is a fee is charged if your electricity supply was disconnected by us as a result of non-payment.	\$99.00
Reconnection of Electricity for non-payment	Per Attempt	This fee is charged to reconnect electricity supply if the disconnected was a result of non-payment.	\$99.00
Other	Our Discretion	For any other services request, please call 133 456 for quote.	POA

Charges still apply to unsuccessful attempt caused by site-specific issues, for example access issue.
 All unit charge rates are subject to GloBird's annual review. Please refer to the current charge rates set out on our fees page globirdenergy.com.au/legal/fees/

Notes:

- We do not charge an early termination fee if you switch to another retailer.
- We do not currently charge any credit card processing fee or surcharge. Acceptable credit cards are: VISA, Master Card, and American Express.
- Paper bill charges do not apply for Premises in New South Wales.
- Reconnection, disconnection and special meter read charges apply if an attempt is unsuccessful due to issues at the Premises.
- We do not charge new customers special meter read fees on their transfer to GloBird Energy unless there are access issues causing multiple attempts to access your meter.
- It's essential to de-energise the premises when moving-out so you are not responsible for ongoing consumption at the premises.

GloBird's right to change discounts, prices, fees and charges

We will review your prices at times when the government or energy regulatory changes the prices of the Victorian Default Offer. This means at any time we can change any discount or benefit you are entitled to, or at any time change your prices, solar feed in rates, fees or charges, or introduce a new fee or charge, to cover any External Costs increase, to cover any Other Costs increase and also in line with any Significant CPI Increase. At our discretion, we may also review your prices, fees and charges and re-set them at new levels or introduce new fees and charges, with effect from any Review Date. We will give you advance written notice of any change to your discount, any increase in your prices, fees or charges and the introduction of any new fee or charge. See clauses 18 and 19 of the Terms and Conditions for full particulars.

Solar Feed-in Tariff

If you have solar panels installed, you will be entitled to any existing minimum government defined Feed-In Tariff scheme benefit depending on your state or territory, plus any additional incentive feed-in tariff provided by GloBird Energy. Solar Feed In rates are subject to government changes. The nature and structure of your tariff may change depending on the distribution zone and meter type.

Schema	State Government and Schema Feed-in Tariff (Cents/KWh)	Additional GloBird Incentive Feed-In Tariff (Cents/KWh)	Total Feed-in Tariff inc. GST (Cents/KWh)	Comment
Premium FIT	60.0	12.0	72.0	The Premium Feed-In Tariff Scheme (PFIT) closed to new applicants on 31 December 2011. If you successfully applied to the PFIT scheme you will receive a premium feed-in tariff (FIT) until 31 December 2024. Conditions apply.
FIT	0	12.0	12.0	Current solar export FIT

Other details

Commencement date and duration	The Agreement starts on the date you accept our GLOSAVE offer. There is no fixed term. The Agreement continues indefinitely, until it is terminated by us or you.
Cooling off	You have a right to cancel the Agreement within 10 Business Days from the later of: (1) the first Business Day after the Acceptance Date; (2) if you accepted our offer over the telephone, the first Business Day after the day on which we give you an Agreement Document; and (3) the day on which you receive this Disclosure Statement. To cancel the Agreement, you must notify us by telephone of your intention to cancel or complete and post or email to us the cancellation notice provided to you with the Agreement. If the agreement is an unsolicited consumer agreement under the Australian Consumer Law, you may be entitled to an extended cooling-off period.
Security	Subject to Energy Law, we may require you to provide a Security Deposit.
Billing and payment	We will issue you with a bill each Billing Period. You must pay each bill by the Due Date, which will be no earlier than 10 Business Days from the date we issue the bill. If we have agreed with you to apply bill smoothing, then this allows you to make regular monthly payments towards your bills. You can pay your bill by any of the options listed on your bill.
Service levels	In selling you Energy, we will comply with any service levels required under any applicable Energy Law. However, the quality and reliability of Energy supplied to you is beyond our control and may be interrupted in certain circumstances.
Termination when vacating the Premises	If you give us a notice stating that you wish to end the Agreement, the Agreement will then end on a date advised by us. We will give you at least 5 but not more than 20 Business Days' notice of this date. You must give us such a notice if you are moving out of your Premises, including a forwarding address for your final bill for the Premises.
Amendments	We must agree any amendment to the Agreement with you in writing, except in certain circumstances and then only where we comply with the law and we think that to do so will confer an additional benefit on you, impose an additional obligation on us, or be of neutral impact on you.
Electronic transactions	If you have agreed to receive bills, notices and other communications electronically, we will email these to you at your nominated email address, or SMS links to them to your nominated mobile phone number and will consider them to have been received on the date sent unless we receive notice that delivery did not occur.
Complaints	<p>You may lodge complaints with us, including in relation to our marketing representatives, in accordance with our standard complaints and dispute resolution procedures. If you are not satisfied with our response, you have a right to refer the complaint to the Energy Ombudsman:</p> <p> VIC: 1800 500 509 SA: 1800 665 565 NSW: 1800 246 545 QLD: 1800 662 837 ACT: 02 6207 1740 TAS: 1800 001 170 </p>

CANCELLATION NOTICE

Right to cancel this agreement within 10 business-day cooling-off period

You have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement.

Extended right to cancel this agreement

If we have not complied with the law in relation to unsolicited consumer agreements, you also have the right to cancel this agreement by contacting us, either by phone or in writing. **Refer to the information attached to this agreement.** You may have up to 6 months to cancel this agreement in certain circumstances.

To cancel this agreement in writing, complete the notice at the bottom of this page and **send it to the address below**. Alternatively, you can phone, write to us, or email us.

GloBird Energy Pty Ltd	
Address	PO BOX 398 Ringwood VIC 3134
Email	CustomerService@GloBirdenergy.com.au
Phone	03 8813 8899 or 13 3456 03 8813 8888 or 1300 516 888
Description of good or service; Sale of Electricity	

Customer Details:

Date of agreement: 26/08/2019
Account Number: 10077412
Name of customer: Polly Welch
NMI: 60010454198

I WISH TO CANCEL THIS AGREEMENT

Signed by the customer:

Date:

Note: You must either return to the supplier any goods supplied under the agreement or arrange for the goods to be collected. If the supplier does not collect the goods within 30 days, the goods become your property.

You can withdraw from the agreement without penalty within the period of 10 business days starting on the last of the following days:

- The first business day after the day on which the agreement starts.
- The first business day after the day on which we give you a complete copy of the agreement.
- The first business day after the day on which you receive our disclosure statement.

You do not need to use the above Cancellation Notice to withdraw from the agreement. You can terminate the agreement by calling us during business hours on the telephone number shown above, or by sending written notice to us an intention to terminate the agreement. Written notice can be given either:

- By delivering it in person to us at the address shown above.
- Or by sending it to us by post at the address shown above.
- Or by emailing it to us using the email address shown above.

Extended right to cancel this agreement

You also have an extended right to cancel the agreement if there has been a failure to comply with Australian Consumer Law. You may be entitled to cancel the agreement within **3 MONTHS** of the date of the agreement or when the agreement was given to you if the salesperson;

- refused to leave the premises when asked by you to do so; or
- did not provide their full name; or
- refused to provide the supplier's name and address; or
- did not clearly explain the purposes of the call; or
- did not tell you that they must leave the premises immediately when you ask; or
- contacts you regarding entering into an agreement within 30 days after you have asked the salesperson to leave; or
- called on you:
 1. Before 9.00 am or after 6.00pm between Monday and Friday
 2. Before 9.00 am or after 5.00pm on a Saturday; or
 3. On a Sunday or public holiday;

(unless the salesperson has made an appointment with you to call on you during that time) Or any other relevant requirements under the Australian Consumer Law were not complied with.

You may be entitled to cancel the agreement within **6 MONTHS** of the date of the agreement or when the agreement was given to you if:

- the agreement did not set out in full all the terms of the agreement; or
- the agreement did not include the total amount to be paid by you, or how the amount was to be calculated; or
- any postal or delivery charges; or
- you were not given a copy of the agreement and associated documents (which includes this Notice) at the time you signed the agreement or, if the agreement was negotiated by telephone within 5 business days after the agreement was made.
- if the agreement was made by telephone, information as to the information in this Notice was not given to you and you were not subsequently given this Notice and a document evidencing this agreement as required by the Australian Consumer Law.
- a supplier required or accepted money from you or has supplied services during the 10 business-day cooling-off period (except where permitted by law) or did not inform you that they were not permitted to do so; or
- the agreement did not conspicuously and prominently state on the front page: "Important Notice to the Consumer. You have a right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement"; or
- if you have bought services door-to-door, you did, you did not sign the front page of the agreement or the date you signed the agreement was not stated on the front page; or
- if any amendments to the agreement are not signed by both parties to the agreement; or
- if the agreement is signed by a person on the supplier's behalf – the agreement does not state that the person is acting on the supplier's behalf and set out in full:
 1. the person's name;
 2. the person's business address (not being a post box) or, if the person does not have a business address, the person's residential address; and
 3. if the person has an email address – the person's email address; or
- the agreement is not printed clearly or typewritten (apart from any amendments which may be handwritten);
- the agreement is not transparent; or
- the agreement does not conspicuously and prominently set out in full:
 1. the supplier's name;
 2. if the supplier has an ABN – the supplier's ABN;
 3. if the supplier does not have an ABN but has an ACN – the supplier's ACN;
 4. the supplier's business address, or if the supplier does not have a business address, the supplier's residential address;
 5. if the supplier has an email address – the supplier's email address; and
 6. if the supplier has a fax number – the supplier's fax number; or
 7. any other relevant requirements under the Australian Consumer Law were not complied with.

If you have bought services door-to-door and you cancel the agreement after the cooling-off period, you will have to pay for any services received before cancellation. If you are a customer in Victoria: you can contact Consumer Affairs Victoria if you have any queries about your rights to cancel the agreement under the Fair Trading Act 1999 (Vic).