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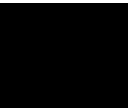
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25 June 2017



023/1 MSFWAK R R 2  
MS M BERBER  
5 PENTLAND STREET  
WILLIAMSTOWN VIC 3016

**Your Account Number:** 6534062

## Thanks for choosing Lumo Energy

Hello

In this package you'll find the serious bits we need to send, plus some fun bits we want to send. Speaking of which, you'll find your new energy rates along with important info you need to read in your Energy Supply Agreement Schedule. The energy rates quoted are subject to confirmation of your meter set up. If any change is required we'll let you know as soon as possible. Hopefully they make sense!

### Direct Debit.

Ah, good old Direct Debit. If you've used it before you know how handy it is. If you haven't maybe now's a good time to try.

Enclosed is your Direct Debit form. Please complete it and send it back to us as soon as possible in the prepaid envelope provided.

### Other easy options to pay.

We've got other payment methods so that you can pay however you like: BPay, Online, VISA, Mastercard, and at the Post Office.

### Concessions or rebates.

If you are entitled to any government concessions or rebates, please give us a call on 1300 115 866.

### Transferring your account.

Your energy account will switch to Lumo Energy following your next meter reading and we'll let you know when this has happened. Of course, you have a 10 business day cooling off period starting from (and including) the day after you receive this letter.

### Don't forget to register with My Account. It's the easiest way to manage your account.

Simply jump on our website and click 'My Account' and follow the prompts. Once you're set up, you can update your basic information, pay your bills and access Lumo Ameego®, our exclusive customer shopping program.

Lumo Energy Australia Pty Ltd, ABN: 69 100 528 327, PO Box 632, Collins Street West, VIC 8007

**If you need an  
Interpreter**

**Call 1300 171 764**

الترجمة خدمة

传译服务

Dịch vụ thông dịch

Υπηρεσία Διερμηνείας

خدمات ترجمة

傳譯服務

We collect your information in line with our Privacy Policy.  
To find out more about this policy, go to [lumoenergy.com.au/privacy](http://lumoenergy.com.au/privacy) or call 1300 151 293.

## Be ready to say hello to your new best friend with Lumo Ameego.

Lumo Ameego will be your new best friend for discounts from a huge range of retailers across Australia. You can pre-purchase vouchers to save on movie tickets, groceries, fuel, eGift Cards and much more!\*

### It's easy to get started:

1. Register through My Account at [lumoenergy.com.au/myaccount](http://lumoenergy.com.au/myaccount) and click on Rewards Programs
2. Visit the exclusive website to receive great offers
3. All done. You can now choose to download the Lumo Ameego mobile app or logon via My Account to visit Lumo Ameego and start saving today!

### What happens next?

We will contact you again to advise once your account is transferred.

### Connection Charges.

Unless you have already paid this, your connection charge will appear on your first bill.

### Remember if you ever need us, we are always here to help.

The main ways to contact us are either by:



Call us on 1300 115 866



Email us at  
[info@lumoenergy.com.au](mailto:info@lumoenergy.com.au)



Live Chat at  
[lumoenergy.com.au/chat](http://lumoenergy.com.au/chat)

Thank you

*The Lumo Energy Team*



# Say 'hello!' to your new best friend!

## Lumo Ameego is our handy online rewards program. It's free and ready to save you money when you shop!

When you register with Lumo Ameego, you're instantly entitled to great offers, online deals and discounted store cards from a huge range of major retailers across Australia.

Your new best friend – the Lumo Ameego app lets you claim your rewards straight from your phone in minutes!

Register today and get to know your new best friend!  
Visit [lumoenergy.com.au/MyAccount](http://lumoenergy.com.au/MyAccount).



\* Physical cards will incur a delivery fee. Offers may vary between states. These items include GST. A %1 Credit Card surcharge applies to all transactions and is charged by Edge Loyalty Pty Ltd, the program administrator. Go to [lumoenergy.com.au/lumoameego](http://lumoenergy.com.au/lumoameego) for more information.

**MYER**

**coles**

woolworths

**rebel**

DAVID JONES

**THE GOOD GUYS**

**JB HI-FI**

**Kmart**

**ticketmaster®**

FortyWinks





**Officeworks**

**goodfood**  
Gift Card



Here’s a reminder of what’s great about your Energy Packages

Utility: Electricity  
NMI: 60011182163  
Product: Lumo Advantage  
Supply Address: 5 PENTLAND STREET, WILLIAMSTOWN, VIC 3016



-  **Early Bird Discount** when you pay on time. Sign up for Direct Debit so you don’t miss out on any discounts.
-  Access to **Lumo Ameego**, our rewards program that gives you great discounts and offers either online or via our Lumo Ameego app.
-  Lumo Energy offer you the freedom of **no contract term** and **no exit fees**.
-  Online access to **My Account**. The easiest way to manage your account.

Utility: Gas  
MIRN: 53301919200  
Product: Lumo Advantage Premium  
Supply Address: 5 PENTLAND STREET, WILLIAMSTOWN, VIC 3016

-  **Early Bird Discount** when you pay on time. Sign up for Direct Debit so you don’t miss out on any discounts.
-  Access to **Lumo Ameego**, our rewards program that gives you great discounts and offers either online or via our Lumo Ameego app.







## Energy Supply Agreement Schedule

### Your Details

Please check your details are correct. If your details are incorrect or you would like to add a further contact person to your account please contact us on **1300 115 866**.

**Account Name:**

MS M BERBER

**Postal Address:**

5 PENTLAND STREET  
WILLIAMSTOWN VIC 3016

**Contact for this Account:**

MS M BERBER

### Your Energy Offer Summary

Our rates for electricity are included in this document.

Typically, rates on energy retailers' invoices are exclusive of GST. GST is then added to the totals.

### ELECTRICITY RATES

**NMI:**

To be confirmed once your meter is installed

**Supply Address:**

5 PENTLAND STREET, WILLIAMSTOWN, VIC 3016

**Contract term:**

There is no fixed term for this contract. Please see over the page for full details.

### Standard Energy

Tariff	GST Exclusive	GST Incl (if any)	With 3% Pay on Time Discount (Ex GST)	With 3% Pay on Time Discount (GST Incl)
Anytime Step 1 (first 16.438 kWh/day)	23.9600 c/KWH	26.3560 c/KWH	23.2412 c/KWH	25.5653 c/KWH
Anytime Step 2 (balance)	23.2400 c/KWH	25.5640 c/KWH	22.5428 c/KWH	24.7971 c/KWH
Service to Property Charge	\$1.0098 per Day	\$1.1108 per Day	\$0.9795 per Day	\$1.0775 per Day

Note: all times are in Australian Eastern Standard Time. During daylight savings periods times are not adjusted to Australian Eastern Daylight Time. For interval meters with a flexible pricing tariff, peak rates apply from 3pm to 9pm (AEST), shoulder rates apply 7am to 3pm and 9pm to 10 pm (AEST) and off peak rates apply 10pm to 7am from Monday to Friday (AEST). For weekends shoulder rates apply from 7am – 10pm and off peak from 10pm to 7am (AEST). During daylight savings periods times are not adjusted to Australian Eastern Daylight Time (AEDT).

### Exit Fee

As your Contract does not include a Contract Expiry Date you may cancel at any time without being charged an Exit Fee.

### Important Notice to the Customer

You have the 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.

### The Marketer

This Energy Supply Agreement Schedule together with the Lumo Energy Terms & Conditions provided with it will form the Contract between you and Lumo Energy. The sales person you spoke with acted on behalf of Lumo Energy Australia Pty Limited ABN 69 100 528 327. We are located at Level 3, 565 Bourke Street, Melbourne VIC 3000 and our postal address is PO Box 632, Collins Street West, VIC 8007. Our phone number is **1300 115 866**, our fax is **1300 136 891** and email address is [info@lumoenergy.com.au](mailto:info@lumoenergy.com.au).

Please contact us on the details above for any complaints or enquiries.

### Your consent

You have given your explicit informed consent to be transferred to Lumo Energy. Lumo Energy is an independent energy retailer with no affiliation to your current retailer or any Government bodies.

### Assumptions

When we enter into a Contract with you, we need to make some assumptions. For example, the type of Meter installed at your property, the amount of energy to be consumed and the tariff charged to us by the Distributor. If we find that any of the assumptions on which we based this offer are incorrect, we will make a revised offer to you based on the correct information. If we send you a revised offer in accordance with this clause, your Cooling Off Period will restart on the date you receive the revised offer.

### Date of Commencement

The Contract will start on the date calculated in accordance with clause 5.1 of the Lumo Energy Terms and Conditions.

If this Contract does not contain a fixed term (as described in this ESAS), then this Contract is ongoing until it is ended by you or us. To compare our energy prices, you may wish to use the independent website [switchon.vic.gov.au](http://switchon.vic.gov.au).

### Prices and Charges

The energy prices are shown in this {VARIABLE 14} which forms part of the Contract.

### Early Bird Discount

You will receive your Early Bird Discount when you pay your bill before or by 5pm on the due date. If you are entitled to a concession your discount for prompt payment will be applied before the concession is applied.

### Solar Rebates

GST will be paid on the solar rebate to GST registered customers who provide a compliant Tax Invoice to Lumo Energy.

### Changes to Energy Prices

Under your Lumo Energy Terms & Conditions, we can vary your charges from time to time. This may be when we incur additional costs or your energy usage or metering changes. We may also vary your charges for other reasons, but in such cases, we will not increase your charges more than our prevailing standing offer tariffs if your contract with us includes an Exit Fee. If your premises are located in South Australia, New South Wales or Victoria, we will give you a written notice of the variation as soon as practicable, but in any event no later than your next bill (which may be by way of notification in your invoice). If your Premises are located in Queensland, we will always send a written notice of the variation at least 10 Business Days before the intended date that the variation will take effect.

**Other charges**

If a meter is required to be installed at the Premises, or if you are not connected to the distribution system (including where it is necessary to augment or extend the distribution system to connect you to the distribution system), we or the Distributor will notify you of the charges for installing such a Meter or establishing such a connection prior to work commencing.

**Concessions**

Any government energy concessions you are currently receiving are still applicable under this agreement.

For information regarding government energy assistance schemes that are available to you, please contact us on **1300 115 866** or visit [lumoenergy.com.au/help-centre](http://lumoenergy.com.au/help-centre).

**Invoicing**

You will be invoiced based on the actual reads from your Distributor. This is likely to be every three months for a regular meter or once a month if you have a smart meter.

If we do not have a current meter reading at the time of billing an estimate will be used to calculate your bill based on your previous energy usage. Your next invoice is always adjusted when we receive a new reading of your meter. This continual adjustment process ensures that you will not be invoiced for more units than you actually use.

**Payment options**

Your payment options will be set out on your bill and are detailed at [lumoenergy.com.au/payments](http://lumoenergy.com.au/payments).

**Late Payments**

You may be required to pay our reasonable costs incurred in recovering late payments from you.

**Breaches of Contract**

If we terminate the Contract due to your breach, we may recover from you any loss or damage (in addition to the losses covered by the exit fee) suffered as a result of the termination for breach.

**Disputes & Complaints**

You are able to use Lumo Energy’s internal procedures to resolve any complaints or disputes you might have. If you have a dispute you may seek to resolve it in accordance with clause 19.1 of the Lumo Energy Terms & Conditions or refer it to the Energy Industry Ombudsman Victoria. Their contact details are 1800 500 509.

**Commissions**

If a marketer representing us arranged or facilitated our agreement with you, we will pay them a fee or commission for doing so.

**Privacy Collection statement**

To assist us in the provision of energy and other products and services, we may need to collect personal information (including credit information) about you.

By providing your personal information, you agree to its use and disclosure in accordance with this statement and our Privacy and Credit Reporting Policy. If you do not agree, you must not provide your personal information, and as a result we may not be able to provide certain products or services to you.

**Right to cancel**

You have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement without being required to pay an exit fee. You may also have a right to cancel this agreement within three months or six months from and including the day after you signed or received the agreement if we have failed to meet the requirements for unsolicited consumer agreements that apply under the Australian Consumer Law. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement - see the Cancellation Notice and applicable terms and conditions. This contract may be terminated by contacting us personally, or by phone, email, post or fax.

We may disclose your personal information to other parties, including our related companies, credit reporting bodies for the purpose of conducting credit checks or reporting defaults, third parties who provide us services in connection with our business (e.g. our call centre operators, IT service providers and debt collection agencies), regulatory or government authorities and authorised representatives.

From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including India, the Philippines and New Zealand. We may use and disclose your personal information for direct marketing purposes, unless you opt out.

Our Privacy and Credit Reporting Policy is available at [lumoenergy.com.au/help-centre/privacy-policy](http://lumoenergy.com.au/help-centre/privacy-policy). It contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, how we will deal with that complaint and credit reporting and credit reporting bodies we use.

If you have any questions about our Privacy Collection Statement, please call Lumo Energy on **1300 369 279**.

**Transferring**

If you are transferring from another energy retailer to Lumo Energy, this is expected to occur on the date of your next scheduled meter read (up to 90 days) or earlier depending on your meter type.

**Transfer Cost**

There is no cost of transfer, or joining fee payable to Lumo Energy, although you may have to pay fees associated with leaving your current energy retailer.

**Important Numbers (Also on invoice)  
Electricity Faults or Emergencies - 24 hours  
Victorian Electricity Distribution Companies**

Jemena	CitiPower	Powercor	Ausnet Services	United Energy
North-west suburbs of Melbourne	Melbourne CBD & inner suburbs	Western Victoria	Eastern Victoria	Eastern & southern suburbs of Melbourne
13 16 26	13 12 80	13 24 12	13 17 99	13 20 99



## Energy Supply Agreement Schedule

### Your Details

Please check your details are correct. If your details are incorrect or you would like to add a further contact person to your account please contact us on **1300 115 866**.

#### Account Name:

MS M BERBER

#### Postal Address:

5 PENTLAND STREET  
WILLIAMSTOWN VIC 3016

#### Postal Address:

MS M BERBER

#### Contact for this Account:

### Your Energy Offer Summary

Our rates for gas are included in this document.

Typically, rates on energy retailers' invoices are exclusive of GST. GST is then added to the totals.

### GAS RATES

#### MIRN:

To be confirmed once your meter is installed

#### Supply Address:

5 PENTLAND STREET, WILLIAMSTOWN, VIC 3016

#### Contract term:

There is no fixed term for this contract. Please see over the page for full details.

### Standard Energy

Tariff	GST Exclusive	GST Incl (if any)	With 3% Pay on Time Discount (Ex GST)	With 3% Pay on Time Discount (GST Incl)
Winter Step1 (first 58 MJ/day)	2.4430 c/MJ	2.6873 c/MJ	2.3697 c/MJ	2.6067 c/MJ
Winter Step2 (balance)	1.8430 c/MJ	2.0273 c/MJ	1.7877 c/MJ	1.9665 c/MJ
Summer Step1 (first 58 MJ/day)	1.6990 c/MJ	1.8689 c/MJ	1.6480 c/MJ	1.8128 c/MJ
Summer Step2 (balance)	1.3290 c/MJ	1.4619 c/MJ	1.2891 c/MJ	1.4180 c/MJ
Service to Property Charge	\$0.8400 per Day	\$0.9240 per Day	\$0.8148 per Day	\$0.8963 per Day

Peak gas charges apply 1 May to 31 October, inclusive. Off -Peak charges apply at all other times.

### Exit Fee

As your Contract does not include a Contract Expiry Date you may cancel at any time without being charged an Exit Fee.

### Important Notice to the Customer

You have the 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.

### The Marketer

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Please contact us on the details above for any complaints or enquiries.

### Your consent

You have given your explicit informed consent to be transferred to Lumo Energy. Lumo Energy is an independent energy retailer with no affiliation to your current retailer or any Government bodies.

### Assumptions

When we enter into a Contract with you, we need to make some assumptions. For example, the type of Meter installed at your property, the amount of energy to be consumed and the tariff charged to us by the Distributor. If we find that any of the assumptions on which we based this offer are incorrect, we will make a revised offer to you based on the correct information. If we send you a revised offer in accordance with this clause, your Cooling Off Period will restart on the date you receive the revised offer.

### Date of Commencement

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### Prices and Charges

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### Early Bird Discount

You will receive your Early Bird Discount when you pay your bill before or by 5pm on the due date. If you are entitled to a concession your discount for prompt payment will be applied before the concession is applied.

### Solar Rebates

GST will be paid on the solar rebate to GST registered customers who provide a compliant Tax Invoice to Lumo Energy.

### Changes to Energy Prices

Under your Lumo Energy Terms & Conditions, we can vary your charges from time to time. This may be when we incur additional costs or your energy usage or metering changes. We may also vary your charges for other reasons, but in such cases, we will not increase your charges more than our prevailing standing offer tariffs if your contract with us includes an Exit Fee. If your premises are located in South Australia, New South Wales or Victoria, we will give you a written notice of the variation as soon as practicable, but in any event no later than your next bill (which may be by way of notification in your invoice). If your Premises are located in Queensland, we will always send a written notice of the variation at least 10 Business Days before the intended date that the variation will take effect.

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For information regarding government energy assistance schemes that are available to you, please contact us on **1300 115 866** or visit [lumoenenergy.com.au/help-centre](http://lumoenenergy.com.au/help-centre).

**Invoicing**

You will be invoiced based on the actual reads from your Distributor, which is likely to be every two months.

If we do not have a current meter reading at the time of billing an estimate will be used to calculate your bill based on your previous energy usage. Your next invoice is always adjusted when we receive a new reading of your meter. This continual adjustment process ensures that you will not be invoiced for more units than you actually use.

**Payment options**

Your payment options will be set out on your bill and are detailed at [lumoenenergy.com.au/payments](http://lumoenenergy.com.au/payments).

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**Privacy Collection statement**

To assist us in the provision of energy and other products and services, we may need to collect personal information (including credit information) about you.

By providing your personal information, you agree to its use and disclosure in accordance with this statement and our Privacy and Credit Reporting Policy. If you do not agree, you must not provide your personal information, and as a result we may not be able to provide certain products or services to you.

**Right to cancel**

You have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement without being required to pay an exit fee. You may also have a right to cancel this agreement within three months or six months from and including the day after you signed or received the agreement if we have failed to meet the requirements for unsolicited consumer agreements that apply under the Australian Consumer Law. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement - see the Cancellation Notice and applicable terms and conditions. This contract may be terminated by contacting us personally, or by phone, email, post or fax.

We may disclose your personal information to other parties, including our related companies, credit reporting bodies for the purpose of conducting credit checks or reporting defaults, third parties who provide us services in connection with our business (e.g. our call centre operators, IT service providers and debt collection agencies), regulatory or government authorities and authorised representatives.

From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including India, the Philippines and New Zealand. We may use and disclose your personal information for direct marketing purposes, unless you opt out.

Our Privacy and Credit Reporting Policy is available at [lumoenenergy.com.au/help-centre/privacy-policy](http://lumoenenergy.com.au/help-centre/privacy-policy). It contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, how we will deal with that complaint and credit reporting and credit reporting bodies we use.

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**Important Numbers (Also on invoice)  
Gas Emergencies – 24 hours  
Victorian Gas Distribution Companies**

Ausnet	Australian Gas Networks	Multinet
	Northern suburbs of Melbourne, Eastern Victoria & Mornington Peninsula	Eastern suburbs of Melbourne
13 67 07	1800 427 532	13 26 91



10 August 2017



023/2 MSFWAK R R 2  
MRS AIMEE DUNLOP  
2 RIVER AVENUE  
ASCOT VALE VIC 3032

Your Account Number: 6583605

## Thanks for choosing Lumo Energy

Hello

In this package you'll find the serious bits we need to send, plus some fun bits we want to send. Speaking of which, you'll find your new energy rates along with important info you need to read in your Energy Supply Agreement Schedule. The energy rates quoted are subject to confirmation of your meter set up. If any change is required we'll let you know as soon as possible. Hopefully they make sense!

### Here's a reminder of what's great about your Lumo Advantage Energy Package.



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Lumo Energy offer you the freedom of **no contract term** and **no exit fees**.



Online access to **My Account**. The easiest way to manage your account.

### Direct Debit.

Ah, good old Direct Debit. If you've used it before you know how handy it is. If you haven't maybe now's a good time to try.

Enclosed is your Direct Debit form. Please complete it and send it back to us as soon as possible in the prepaid envelope provided.

### Other easy options to pay.

We've got other payment methods so that you can pay however you like: BPay, Online, VISA, Mastercard, and at the Post Office.

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Lumo Energy Australia Pty Ltd, ABN: 69 100 528 327, PO Box 632, Collins Street West, VIC 8007

**If you need an  
Interpreter**  
Call 1300 171 764

الترجمة خدمة  
传译服务

Dịch vụ thông dịch

Υπηρεσία Διερμηνείας

خدمات ترجمة  
傳譯服務

We collect your information in line with our Privacy Policy.  
To find out more about this policy, go to [lumoenergy.com.au/privacy](https://lumoenergy.com.au/privacy) or call 1300 151 293.



### Transferring your account.

Your energy account will switch to Lumo Energy following your next meter reading and we'll let you know when this has happened. Of course, you have a 10 business day cooling off period starting from (and including) the day after you receive this letter.

### Don't forget to register with My Account. It's the easiest way to manage your account.

Simply jump on our website and click 'My Account' and follow the prompts. Once you're set up, you can update your basic information, pay your bills and access Lumo Ameego®, our exclusive customer shopping program.

### Be ready to say hello to your new best friend with Lumo Ameego.

Lumo Ameego will be your new best friend for discounts from a huge range of retailers across Australia. You can pre-purchase vouchers to save on movie tickets, groceries, fuel, eGift Cards and much more!\*

### It's easy to get started:

1. Register through My Account at [lumoenergy.com.au/myaccount](http://lumoenergy.com.au/myaccount) and click on Rewards Programs
2. Visit the exclusive website to receive great offers
3. All done. You can now choose to download the Lumo Ameego mobile app or logon via My Account to visit Lumo Ameego and start saving today!

### What happens next?

We will contact you again to advise once your account is transferred.

### Connection Charges.

Unless you have already paid this, your connection charge will appear on your first bill.



## Say 'hello!' to your new best friend!

### Lumo Ameego is our handy online rewards program. It's free and ready to save you money when you shop!

When you register with Lumo Ameego, you're instantly entitled to great offers, online deals and discounted store cards from a huge range of major retailers across Australia.

Your new best friend – the Lumo Ameego app lets you claim your rewards straight from your phone in minutes!

Register today and get to know your new best friend!  
Visit [lumoenergy.com.au/MyAccount](http://lumoenergy.com.au/MyAccount).



**MYER**

**coles**

woolworths

**rebel**

DAVID JONES

**THE GOOD GUYS**

**JB HI-FI**

**Kmart**

**ticketmaster®**

FortyWinks

**Officeworks**

**goodfood**  
Gift Card

\* Physical cards will incur a delivery fee. Offers may vary between states. These items include GST. A %1 Credit Card surcharge applies to all transactions and is charged by Edge Loyalty Pty Ltd, the program administrator. Go to [lumoenergy.com.au/lumoameego](http://lumoenergy.com.au/lumoameego) for more information.

**Remember if you ever need us, we are always here to help.**  
The main ways to contact us are either by:



**Call us on 1300 115 866**



**Email us at  
[info@lumoenergy.com.au](mailto:info@lumoenergy.com.au)**



**Live Chat at  
[lumoenergy.com.au/chat](https://lumoenergy.com.au/chat)**

Thank you

*The Lumo Energy Team*









## Energy Supply Agreement Schedule

### Your Details

Please check your details are correct. If your details are incorrect or you would like to add a further contact person to your account please contact us on **1300 115 866**.

**Account Name:**

MRS AIMEE DUNLOP

**Postal Address:**

2 RIVER AVENUE

**Postal Address:**

ASCOT VALE VIC 3032

**Contact for this Account:**

MRS AIMEE DUNLOP

### Your Energy Offer Summary

Our rates for electricity are included in this document.

Typically, rates on energy retailers' invoices are exclusive of GST. GST is then added to the totals.

### ELECTRICITY RATES

**NMI:**

To be confirmed once your meter is installed

**Supply Address:**

2 RIVER AVENUE, ASCOT VALE, VIC 3032

**Contract term:**

There is no fixed term for this contract. Please see over the page for full details.

### Standard Energy

Tariff	GST Exclusive	GST Incl (if any)	With 3% Pay on Time Discount (Ex GST)	With 3% Pay on Time Discount (GST Incl)
Anytime Step 1 (first 16.438 kWh/day)	23.9600 c/KWH	26.3560 c/KWH	23.2412 c/KWH	25.5653 c/KWH
Anytime Step 2 (balance)	23.2400 c/KWH	25.5640 c/KWH	22.5428 c/KWH	24.7971 c/KWH
Service to Property Charge	\$1.0098 per Day	\$1.1108 per Day	\$0.9795 per Day	\$1.0775 per Day

Note: all times are in Australian Eastern Standard Time. During daylight savings periods times are not adjusted to Australian Eastern Daylight Time. For interval meters with a flexible pricing tariff, peak rates apply from 3pm to 9pm (AEST), shoulder rates apply 7am to 3pm and 9pm to 10 pm (AEST) and off peak rates apply 10pm to 7am from Monday to Friday (AEST). For weekends shoulder rates apply from 7am – 10pm and off peak from 10pm to 7am (AEST). During daylight savings periods times are not adjusted to Australian Eastern Daylight Time (AEDT).

### Exit Fee

As your Contract does not include a Contract Expiry Date you may cancel at any time without being charged an Exit Fee.

### Important Notice to the Customer

You have the 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.

### The Marketer

This Energy Supply Agreement Schedule together with the Lumo Energy Terms & Conditions provided with it will form the Contract between you and Lumo Energy. The sales person you spoke with acted on behalf of Lumo Energy Australia Pty Limited ABN 69 100 528 327. We are located at Level 3, 565 Bourke Street, Melbourne VIC 3000 and our postal address is PO Box 632, Collins Street West, VIC 8007. Our phone number is **1300 115 866**, our fax is **1300 136 891** and email address is [info@lumoenergy.com.au](mailto:info@lumoenergy.com.au).

Please contact us on the details above for any complaints or enquiries.

### Your consent

You have given your explicit informed consent to be transferred to Lumo Energy. Lumo Energy is an independent energy retailer with no affiliation to your current retailer or any Government bodies.

### Assumptions

When we enter into a Contract with you, we need to make some assumptions. For example, the type of Meter installed at your property, the amount of energy to be consumed and the tariff charged to us by the Distributor. If we find that any of the assumptions on which we based this offer are incorrect, we will make a revised offer to you based on the correct information. If we send you a revised offer in accordance with this clause, your Cooling Off Period will restart on the date you receive the revised offer.

### Date of Commencement

The Contract will start on the date calculated in accordance with clause 5.1 of the Lumo Energy Terms and Conditions.

If this Contract does not contain a fixed term (as described in this ESAS), then this Contract is ongoing until it is ended by you or us. To compare our energy prices, you may wish to use the independent website [switchon.vic.gov.au](http://switchon.vic.gov.au).

### Prices and Charges

The energy prices are shown in this {VARIABLE 14} which forms part of the Contract.

### Early Bird Discount

You will receive your Early Bird Discount when you pay your bill before or by 5pm on the due date. If you are entitled to a concession your discount for prompt payment will be applied before the concession is applied.

### Solar Rebates

GST will be paid on the solar rebate to GST registered customers who provide a compliant Tax Invoice to Lumo Energy.

### Changes to Energy Prices

Under your Lumo Energy Terms & Conditions, we can vary your charges from time to time. This may be when we incur additional costs or your energy usage or metering changes. We may also vary your charges for other reasons, but in such cases, we will not increase your charges more than our prevailing standing offer tariffs if your contract with us includes an Exit Fee. If your premises are located in South Australia, New South Wales or Victoria, we will give you a written notice of the variation as soon as practicable, but in any event no later than your next bill (which may be by way of notification in your invoice). If your Premises are located in Queensland, we will always send a written notice of the variation at least 10 Business Days before the intended date that the variation will take effect.

**Other charges**

If a meter is required to be installed at the Premises, or if you are not connected to the distribution system (including where it is necessary to augment or extend the distribution system to connect you to the distribution system), we or the Distributor will notify you of the charges for installing such a Meter or establishing such a connection prior to work commencing.

**Concessions**

Any government energy concessions you are currently receiving are still applicable under this agreement.

For information regarding government energy assistance schemes that are available to you, please contact us on **1300 115 866** or visit [lumoenergy.com.au/help-centre](http://lumoenergy.com.au/help-centre).

**Invoicing**

You will be invoiced based on the actual reads from your Distributor. This is likely to be every three months for a regular meter or once a month if you have a smart meter.

If we do not have a current meter reading at the time of billing an estimate will be used to calculate your bill based on your previous energy usage. Your next invoice is always adjusted when we receive a new reading of your meter. This continual adjustment process ensures that you will not be invoiced for more units than you actually use.

**Payment options**

Your payment options will be set out on your bill and are detailed at [lumoenergy.com.au/payments](http://lumoenergy.com.au/payments).

**Late Payments**

You may be required to pay our reasonable costs incurred in recovering late payments from you.

**Breaches of Contract**

If we terminate the Contract due to your breach, we may recover from you any loss or damage (in addition to the losses covered by the exit fee) suffered as a result of the termination for breach.

**Disputes & Complaints**

You are able to use Lumo Energy’s internal procedures to resolve any complaints or disputes you might have. If you have a dispute you may seek to resolve it in accordance with clause 19.1 of the Lumo Energy Terms & Conditions or refer it to the Energy Industry Ombudsman Victoria. Their contact details are 1800 500 509.

**Commissions**

If a marketer representing us arranged or facilitated our agreement with you, we will pay them a fee or commission for doing so.

**Privacy Collection statement**

To assist us in the provision of energy and other products and services, we may need to collect personal information (including credit information) about you.

By providing your personal information, you agree to its use and disclosure in accordance with this statement and our Privacy and Credit Reporting Policy. If you do not agree, you must not provide your personal information, and as a result we may not be able to provide certain products or services to you.

**Right to cancel**

You have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement without being required to pay an exit fee. You may also have a right to cancel this agreement within three months or six months from and including the day after you signed or received the agreement if we have failed to meet the requirements for unsolicited consumer agreements that apply under the Australian Consumer Law. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement - see the Cancellation Notice and applicable terms and conditions. This contract may be terminated by contacting us personally, or by phone, email, post or fax.

We may disclose your personal information to other parties, including our related companies, credit reporting bodies for the purpose of conducting credit checks or reporting defaults, third parties who provide us services in connection with our business (e.g. our call centre operators, IT service providers and debt collection agencies), regulatory or government authorities and authorised representatives.

From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including India, the Philippines and New Zealand. We may use and disclose your personal information for direct marketing purposes, unless you opt out.

Our Privacy and Credit Reporting Policy is available at [lumoenergy.com.au/help-centre/privacy-policy](http://lumoenergy.com.au/help-centre/privacy-policy). It contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, how we will deal with that complaint and credit reporting and credit reporting bodies we use.

If you have any questions about our Privacy Collection Statement, please call Lumo Energy on **1300 369 279**.

**Transferring**

If you are transferring from another energy retailer to Lumo Energy, this is expected to occur on the date of your next scheduled meter read (up to 90 days) or earlier depending on your meter type.

**Transfer Cost**

There is no cost of transfer, or joining fee payable to Lumo Energy, although you may have to pay fees associated with leaving your current energy retailer.

**Important Numbers (Also on invoice)  
Electricity Faults or Emergencies - 24 hours  
Victorian Electricity Distribution Companies**

Jemena	CitiPower	Powercor	Ausnet Services	United Energy
North-west suburbs of Melbourne	Melbourne CBD & inner suburbs	Western Victoria	Eastern Victoria	Eastern & southern suburbs of Melbourne
13 16 26	13 12 80	13 24 12	13 17 99	13 20 99



## Energy Supply Agreement Schedule

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#### Account Name:

MRS AIMEE DUNLOP

#### Postal Address:

2 RIVER AVENUE

#### Postal Address:

ASCOT VALE VIC 3032

#### Contact for this Account:

MRS AIMEE DUNLOP

### Your Energy Offer Summary

Our rates for gas are included in this document.

Typically, rates on energy retailers' invoices are exclusive of GST. GST is then added to the totals.

### GAS RATES

#### MIRN:

To be confirmed once your meter is installed

#### Supply Address:

2 RIVER AVENUE, ASCOT VALE, VIC 3032

#### Contract term:

There is no fixed term for this contract. Please see over the page for full details.

### Standard Energy

Tariff	GST Exclusive	GST Incl (if any)	With 3% Pay on Time Discount (Ex GST)	With 3% Pay on Time Discount (GST Incl)
Winter Step1 (first 58 MJ/day)	2.6410 c/MJ	2.9051 c/MJ	2.5618 c/MJ	2.8179 c/MJ
Winter Step2 (balance)	1.7600 c/MJ	1.9360 c/MJ	1.7072 c/MJ	1.8779 c/MJ
Summer Step1 (first 58 MJ/day)	1.7480 c/MJ	1.9228 c/MJ	1.6956 c/MJ	1.8651 c/MJ
Summer Step2 (balance)	1.5810 c/MJ	1.7391 c/MJ	1.5336 c/MJ	1.6869 c/MJ
Service to Property Charge	\$0.8484 per Day	\$0.9332 per Day	\$0.8229 per Day	\$0.9052 per Day

Peak gas charges apply 1 May to 31 October, inclusive. Off -Peak charges apply at all other times.

### Exit Fee

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**Invoicing**

You will be invoiced based on the actual reads from your Distributor, which is likely to be every two months.

If we do not have a current meter reading at the time of billing an estimate will be used to calculate your bill based on your previous energy usage. Your next invoice is always adjusted when we receive a new reading of your meter. This continual adjustment process ensures that you will not be invoiced for more units than you actually use.

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**Privacy Collection statement**

To assist us in the provision of energy and other products and services, we may need to collect personal information (including credit information) about you.

By providing your personal information, you agree to its use and disclosure in accordance with this statement and our Privacy and Credit Reporting Policy. If you do not agree, you must not provide your personal information, and as a result we may not be able to provide certain products or services to you.

**Right to cancel**

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We may disclose your personal information to other parties, including our related companies, credit reporting bodies for the purpose of conducting credit checks or reporting defaults, third parties who provide us services in connection with our business (e.g. our call centre operators, IT service providers and debt collection agencies), regulatory or government authorities and authorised representatives.

From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including India, the Philippines and New Zealand. We may use and disclose your personal information for direct marketing purposes, unless you opt out.

Our Privacy and Credit Reporting Policy is available at [lumoenenergy.com.au/help-centre/privacy-policy](http://lumoenenergy.com.au/help-centre/privacy-policy). It contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, how we will deal with that complaint and credit reporting and credit reporting bodies we use.

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There is no cost of transfer, or joining fee payable to Lumo Energy, although you may have to pay fees associated with leaving your current energy retailer.

**Important Numbers (Also on invoice)  
Gas Emergencies – 24 hours  
Victorian Gas Distribution Companies**

Ausnet	Australian Gas Networks	Multinet
	Northern suburbs of Melbourne, Eastern Victoria & Mornington Peninsula	Eastern suburbs of Melbourne
13 67 07	1800 427 532	13 26 91

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