

1. Introduction

This Customer Charter outlines the terms and conditions under which customers ("you", "the customer") may participate in GEE Energy's Dynamic Virtual Power Plant (D-VPP) Program ("the Program").

By joining the Program, you agree to the terms described below, ensuring a transparent, fair, and beneficial relationship between GEE Energy, the VPP operator, and BYO (Bring Your Own) solar and battery customers.

2. Program Overview

- The D-VPP Program enables GEE Energy to aggregate customer-owned solar and battery assets to support the electricity grid.
- Customers will benefit from Feed-in Tariffs (FITs), event-based rewards, and potential savings on electricity bills.
- The D-VPP Program is optional, and customers may withdraw with notice (see Section 13).

3. Eligibility

- You must be an existing GEE Energy retail electricity customer.
- You must own or have legal rights to a solar and battery storage system that is compatible with GEE Energy's VPP platform.
- Your system must have a compliant inverter and stable internet connectivity.
- You must provide GEE Energy and the VPP operator with the necessary access rights to communicate with and control your battery during VPP events.

4. Customer Rights

- To receive clear, upfront information about tariffs, orchestration charges, and rewards.
- To have control over your system outside of VPP events.
- To opt out of specific events (where technically feasible).
- To withdraw from the Program with no penalties, subject to Section 13.
- To receive timely and accurate billing and settlements.

5. Customer Responsibilities

- Ensure your solar and battery system remains operational and connected.
- Allow GEE Energy and its VPP operator to send commands to your battery during VPP events.
- Notify GEE Energy promptly of any equipment changes, malfunctions, or disconnections.
- Maintain internet connectivity for reliable data sharing.

6. Fees and Charges

- Daily Orchestration Charge: \$0.68/day (inclusive of GST).
- Retail Electricity Rate: \$0.30/kWh (all import from grid).
- Feed-in Tariffs:
 - Base FIT: \$0.05/kWh (all times except premium FIT time period).
 - Premium FIT: \$0.15/kWh (Summer Months Period: 1st Oct - 31st March, Premium FIT timings are 5.00pm to 9.00pm. Winter Months Period: 1st April to 30th September, Premium FIT timings are 4.00pm to 8.00pm).
 - Critical Event FIT: \$0.30/kWh (during VPP-dispatched events).
- All charges and credits will be itemized on your monthly electricity bill.

7. VPP Events

- VPP events are periods when GEE Energy dispatches energy from your battery to the grid in response to high demand or market signals.

- Participation may temporarily reduce the energy available for your own household consumption.
- You will receive premium FIT or event-based payments when your battery is dispatched.

8. Billing and Settlements

- Billing cycles remain monthly, with orchestration charges, grid imports, FIT credits, and event incentives itemized.
- Credits will appear on your GEE Energy electricity bill in the month following participation.

9. Data Access and Privacy

- GEE Energy and its VPP operator will access data from your inverter, battery, and metering systems for monitoring, dispatch, and billing purposes.
- Data will be stored and processed securely in compliance with Australian Privacy Laws.
- Your data will not be shared with third parties except for Program operation and regulatory compliance.

10. Service Levels

- GEE Energy will make reasonable efforts to ensure the Program operates effectively.
- GEE Energy does not guarantee uninterrupted availability of VPP services due to potential network or system outages.
- Customers will not be penalized for missed dispatches caused by system faults outside of their control.

11. Risks and Limitations

- Participation may impact the availability of battery energy for your household at certain times.
- Earnings from the Program will vary depending on system size, dispatch frequency, and market conditions.
- GEE Energy is not responsible for losses due to battery malfunction, internet disconnection, or third-party system failures.

12. Complaints and Dispute Resolution

- Customers may lodge complaints via GEE Energy's Customer Service team.
- Complaints will be handled in line with GEE Energy's Complaint Handling Policy.
- If unresolved, customers may escalate to the relevant state Energy Ombudsman.

13. Program Exit and Termination

- Customers may exit the Program at any time with 20 business days' notice.
- GEE Energy may suspend or terminate participation if:
 - The system is no longer compatible or functional.
 - The customer breaches these Terms & Conditions.
 - Regulatory changes require modification of the Program.
 - Upon termination, orchestration charges will stop accruing, and final settlements will be made on the next billing cycle.

14. Governing Law

This agreement is governed by the laws of Australia and applicable state and territory legislation.

15. Customer Charter Commitment

GEE Energy is committed to:

- Delivering transparent pricing and communication.
- Protecting customer data and privacy.
- Ensuring customer choice and flexibility.
- Creating shared value for both customers and the grid.