

Disclosure Statement

Your Agreement with GEE

You have entered into a market retail contract with GEE Energy of 16/82 Makland Drive, Derrimut, Victoria 3026, www.gee.com.au, telephone 1300 707 042, email info@gee.com.au.

When the Agreement commences

The Agreement starts when you accept our offer to sell Energy to you. You can do this by accepting our offer to sell you Energy online or over the telephone, or by signing our offer in person and returning it to us before the offer expiry date. Your welcome pack confirms your Agreement with us.

The supply of Energy under the Agreement will start when all the pre-conditions are met (e.g., including transfer requirements and the expiry of your cooling off period).

Your right to withdraw

You can cancel this Agreement without penalty within 10 Business Days of receiving this Disclosure Statement (included in your welcome pack). To cancel the Agreement during the cooling-off period, either call us or return the withdrawal notice provided to you with this Disclosure Statement.

Energy plans

Your Agreement may include an Energy Plan, which includes certain benefits (e.g., one-off credits, discounts, ongoing credits etc.). Refer to your Energy Plan terms set out in the Details for more information about your Energy Plan benefits. We may also have special offers and additional benefits from time to time.

Your Energy Plan may be ongoing or have a fixed term. We may end your Energy Plan at any time by giving you at least 20 Business Days' notice.

Duration

Your Agreement is ongoing with no fixed term. Your Agreement starts the day you accept our offer. It will continue until you or we end it. Your Energy Plan starts: (a) for new customers on the day that we start selling you Energy; and (b) for existing customers the first Business Day after your 10 Business Day cooling-off period.

Extensions

If your Agreement includes a fixed term Energy Plan, then we'll let you know what your options are before your Energy Plan ends in accordance with Laws.

If your Energy Plan has no fixed term, it can end in accordance with your Energy Plan terms set out in your Details. Regardless of whether you are on a fixed term or ongoing Energy Plan, if you don't agree to a new Energy Plan when your Energy Plan ends, your Agreement will continue without Energy Plan benefits.

Termination of the Agreement if you move out

If you're moving out of your Premises, you must give us at least 3 Business Days' notice. Your Agreement and Energy Plan will end when you move out.

Service

In selling Energy to you under the Agreement, we'll comply with the service levels required under any applicable Laws from time to time.

Customer consent

In Victoria, you may be contacted as part of an audit procedure to confirm your understanding of, and agreement to, this Agreement.

Rates and charges

Your Charges, and how we may change them are set out in the Details and Agreement Terms.

We may change your Charges if the information that we used to set them is incorrect (e.g. you get a new meter or your Distributor changes your network tariff). We can also change your Charges at any time by sending a notice to you. The notice will be delivered in the same mode of communication as your electricity bills. In all the jurisdictions we operate we'll give you at least 10 Business Days' notice. Exceptions may apply in accordance with Laws.

Billing

You'll be billed monthly or quarterly depending upon your Energy Plan, either by actual reads (if you have a smart meter) or by estimated reads if you have a basic meter. To find out more about estimated reads, go to www.gee.com.au

Payment arrangements

The payment methods and options include direct debit payment (from your debit or credit card), cheque, in person at a post office (where available), online, over the phone or via BPay®, and will be featured on your bill. If you cannot pay your bill or are experiencing financial hardship, let us know. We have a range of payment plans and other options that might help you. We may also be able to give you information about government support. See www.gee.com.au/hardship-policy/ for more details.

Security deposits

Depending on your creditworthiness, we may ask you to pay a security deposit.

Your right to complain

You can raise a dispute with us or complain to us about any energy marketing activity of the retail marketer conducted on behalf of GEE Energy by calling our telephone number. If your complaint is not satisfactorily resolved by us, you have the right to complain to the energy ombudsman in your State.

However, whilst we would like the opportunity to rectify the issue initially, you are not obliged to contact us first.

NSW: 1800 246 545
VIC: 1800 500 509
SA: 1800 665 565
QLD: 1800 662 837
ACT: 02 6207 1 740

Electronic communications

If you provide us with your email address or your telephone number for a particular purpose (such as sending your Welcome Pack, notices, bills or short message services (SMS) to you), we may send an electronic communication to your email address or telephone number for that purpose and you'll be recognised as having received the information contained in the electronic communication.

Marketing

In making this offer to you, we may have used the services of a marketer and we'll pay the marketer a fee if you enter into this Agreement.

Varying your Agreement

We can vary your Agreement by notice to you as set out in the Agreement Terms.

Concessions

We offer concessions to customers holding an eligible Pensioner Card, Healthcare Card or Goldcard on behalf of the State governments. There are a number of different concessions available that cover a variety of situations. For more information on these concessions or others that may be available please contact us on 1300 707 042.

If you're in South Australia and you're eligible for a concession, you can register your concession details by contacting the Department for Families and Communities (DFC) concessions hotline directly on 1800 307 758, or access an on-line application form at www.sa.gov.au/concessions. Unfortunately, due to SA regulations you cannot register your concession card details with us.

Your choice

For customers in Victoria, for information about choosing an energy retailer visit:

<https://compare.energy.vic.gov.au/>

For customers in other states of the NEM, please visit:

<https://www.energymadeeasy.gov.au/>