

# Market Retail Contract

## INTRODUCTION

This is a market retail contract. It is about the sale of electricity at your premises. This Agreement is made of these terms and conditions, your Energy Plan Details and any other terms and conditions provided(if applicable) (collectively referred to as "the Agreement").

In addition to your Agreement, the Electricity Laws and the Consumer Laws also contain rules about the sale of electricity, and we will comply with these rules in our dealings with you. For example, the National Energy Retail Law and National Energy Retail Rules sets out specific rights and obligations about electricity marketing, payment methods and arrangements for customers experiencing payment difficulties.

You also have a separate contract with your distributor, called a customer connection contract. The customer connection contract deals with the supply of energy to your premises and can be found on your distributor's website. (Note for Victorian customers: There are no gas customer connection contracts in Victoria). More information about this contract and other matters are on our website [www.gee.com.au](http://www.gee.com.au). More information about this Agreement and other matters are on our website [www.gee.com.au](http://www.gee.com.au).

## 1. THE PARTIES

This contract is between: [entity] who sells energy to you at your premises (in this contract referred to as "we", "our" or "us"); and you, the customer to whom this contract applies (in this contract referred to as "you" or "your").

## 2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Terms used in this Agreement have the same meanings as they have in the Electricity Laws. However, for ease of reference, a simplified explanation of some terms is given at the end of this Agreement.
- 2.2 Where the simplified explanations given at the end of this Agreement differ from the definitions in the Electricity Laws, the definitions in the Electricity Laws prevail.

## 3. THE AGREEMENT

- 3.1 We agree to sell electricity to you and you agree to purchase electricity from us and accept the supply of electricity at the Supply Address or Supply Addresses for the Minimum Supply Period.
- 3.2 You may request that one or more further Supply Addresses be added to the Agreement and we agree to add any such additional Supply Addresses to the Agreement.
- 3.3 The Rates applicable to the additional Supply Addresses may be different from the Rates applying to the original Supply Address or Supply Addresses, however, we will use our best endeavors to match the new Rates with the original Rates.

## 4. WHEN DOES THIS AGREEMENT START?

- 4.1 This Agreement starts on the date you satisfy any pre-conditions set out in the Code, including giving unacceptable identification and your contact details for billing purposes, by signing a written contract or by providing an explicit informed consent. This will usually be the same day you accept our offer to supply electricity to you.
- 4.2 If you are not an existing customer of ours the energy supply to your registered premise will start on the date when your meter is transferred to us.
- 4.3 If you are not an existing customer of ours the energy supply to your registered premise will start upon the expiry of the cooling off period.

## 5. CANCELLATION DURING COOLING-OFF PERIOD

- 5.1 You may cancel the Agreement by giving us written notice during the Cooling off Period. Your notice must clearly indicate your intention to cancel the Agreement. If you cancel the Agreement within the Cooling off Period, you will not have to pay us anything.
- 5.2 You will be taken to have given notice of cancellation by the end of the Cooling Off period if by then you have given the notice to us.

## 6. CANCELLATION AFTER COOLING OFF PERIOD

- 6.1 Where you wish to cancel the Agreement after the Cooling off Period, and you are remaining at the Supply Address, you must provide us with at least 28 business days' notice.
- 6.2 Where you wish to cancel the Agreement after the Cooling off Period, and you are leaving the Supply Address, you must give us at least 3 business days' notice.
- 6.3 You must provide your forwarding address to us for sending your final bill.
- 6.4 Upon written request, we will provide you with a copy of our record of your cancellation at no charge.

## 7. WHEN DOES THIS AGREEMENT END?

- 7.1 This Agreement ends:
  - 7.1.1 if you give us notice that you are vacating the premises, subject to clause 6.2, on the date which is 3 business days (or 10 business days for customers in certain rural areas) after we receive your notice;
  - 7.1.2 if you are no longer a domestic customer, subject to clause 6.2 – on the date which is 5 business days after we give you notice of the change (as specified in our notice);
  - 7.1.3 if we both agree to a date to end the agreement, on the date that is agreed;
  - 7.1.4 if you start to buy electricity for the premises from a different retailer under a new customer retail contract – on the date that the new customer retail contract starts;
  - 7.1.5 if a different customer starts to buy electricity for the premises – on the date that customer's contract starts; or
  - 7.1.6 if the premises are disconnected and you have not met the requirements in the Code for reconnection 10 business days from the date of disconnection.

- 7.2 If you do not give us safe and unhindered access to the premises to conduct a final meter reading (where relevant), this Agreement will not end under clause 6.1.1 or 6.1.2 until we have issued you a final bill and you have paid any outstanding amount for the sale of electricity.
- 7.3 Rights and obligations accrued before the end of this Agreement continue despite the end of the Agreement, including any obligationsto pay amounts to us. We may issue bills to you after this Agreement is terminated for energy supply and other services provided to you up until the end of this Agreement.
- 7.4 For any of the circumstances referred to in clause 6.1, a final meter reading is needed at your existing premises. You may choose to wait for the next scheduled meter reading or, if you wish for this to happen sooner, you can ask us to arrange a special meter reading (for an additional fee, unless we determine otherwise). If you are transferring your premises to another retailer and the other retailer arrangesfor a special meter reading, we won't proceed or charge you the fee.

## 8. TERMINATION AND EXTENSION OF THE AGREEMENT

- 8.1 At the end of the Minimum Supply Period, unless you enter into a new Agreement with us, the Agreement will be extended on the same Terms and Conditions and for the same Minimum Supply Period as the previous Minimum Supply Period. The Rates will be the same as the Rates then payable unless they are varied by written notice from us.
- 8.2 If you terminate the Agreement during the new Minimum Supply Period, you will not be charged an Early Termination Charge.
- 8.3 We will continue to be the retailer forthe Supply Address until the Supply Address is either disconnected or transferred to another electricity retailer.
- 8.4 If you wish to terminate this Agreement, after the Minimum Supply Period, you must either transfer the Supply Address to another retailer or have the Supply Address disconnected. You will remain liable to us for all electricity supplied to the Supply Address until you do so.

## 9. SUPPLY OF ELECTRICITY

- 9.1 You acknowledge that the Distributor is responsible for the supply of electricity to the Supply Address. You acknowledge that the supply of electricity may be subject to variations in voltage and frequency and may contain voltage surges, which may cause damage to your appliances or premises. We are unable to guarantee the quality and security of the supply of electricity.
- 9.2 The Distributor may disconnect, interrupt or reduce the supply of electricity to the Supply Address. To the extent permitted by law, you agree to release us from any liability for such disconnection, interruption, or reduction in the supply of electricity or any variation in the voltage and frequency of the supply.

## 10. METERING

You must allow us or our metering agent safe, convenient and unhindered access to the Supply Address and meter for the purpose of reading the meter and for connection, maintenance, repair, disconnection and reconnection.

## 11. LAST RESORT SUPPLY ARRANGEMENTS

- 11.1 If a Last Resort Event occurs in relation to us, we must immediately cancel any direct debit arrangementand notify you and your financial institution of the cancellation.
- 11.2 If a Last Resort Event occurs in relation to us, the Agreement will be automatically terminated, and you will not be liable for any payment or EarlyTermination Charge.

## 12. CREDIT CHECKS

- 12.1 We may within our discretion carry out a credit check on you to establishand determine your credit rating or creditworthiness. In order to carry out a credit check we may disclose your personal information to a credit reporting agency for the purposes of obtaining credit reports about you. In accordance with relevant laws, wemay notify an overdue payment to a credit reporting agency.
- 12.2 If a credit check finds that your creditworthiness is not satisfactory, we may choose to end this Agreement immediately by notifyingyou within the Cooling Off Period.
- 12.3 Alternatively, we may within 14 days after the Cooling Off period give you notice amending the terms of this Agreement by changing the Rates.

## 13. SECURITY DEPOSIT

- 13.1 In certain circumstances we may ask you to provide a security deposit, you must pay the security deposit when we ask you to do so. The circumstances we can ask you for security deposit are governed by the Electricity Laws and the National Energy Retail Rules.
- 13.2 Where you have paid a security deposit, we must pay you interest on the security deposit at a rate and on terms required by the Electricity Lawsand the National Energy Retail Rules.
- 13.3 We may use your security depositand any interest earned to offset any amount you owe under this Agreement.

## 14. INVOICING

- 14.1 Unless otherwise agreed, we will send your invoices to the email address nominated by you in your Energy Plan Details.
- 14.2 We will invoice you at least every month, unless some other billing period is specified in the Energy Plan Details.
- 14.3 Where you elect to receive paper invoices, we may charge an administration fee to cover the cost of sending them.
- 14.4 Your Rates for the supply of electricity are set out in the Energy Plan Details and will be based on your measured or estimated consumption of electricity during a billing period.
- 14.5 We may estimate the amount of electricity consumed at your premisesif your meter cannot be read, if your metering data is not obtained (for example access to the meter is not given or the meter breaks down or is faulty) or, if you otherwise consent.

- 14.6 If we estimate the amount of electricity consumed at your premises to calculate a bill, we must clearly state on the invoice that it is based on an estimate and when the bill is later read, adjust your invoice for the difference between the estimate and the electricity actually used.

- 14.7 If the meter has not been read due to your actions and you request us to replace the estimated invoice with aninvoice based on an actual reading, we will comply with your request but may charge you a fee for a special meter reading.

- 14.8 If the estimation reveals that you havebeen undercharged, we will allow you to pay the undercharged amounts in instalments, over the same period of time which the meter was not read (if less than 12 months) or otherwiseover 12 months.

14.9 Where you have been overcharged by less than \$100, and you have already paid the overcharged amount, we must credit that amount to your next bill.

14.10 Where you have been overcharged by \$100 or more, we must inform you within 10 business days of our becoming aware of the overcharge and, if you have already paid that amount, we must credit that amount to your next bill. However, if you request otherwise, we will comply with that request.

14.11 If you have stopped buying energy from us, we will use our best endeavours to pay the overcharged amount to you within 10 business days.

14.12 If you have been overcharged as a result of your own fault or unlawful act or omission, we may limit the amount we credit or pay you to the amount you were overcharged in the last 12 months.

## 15. PAYMENT TERMS

15.1 You must pay each invoice in full by the date specified on the invoice, using one of the payment methods provided in our invoices. The pay by date in your invoice will not be less than 13 business days from the date of dispatch of the invoice.

15.2 Where you do not pay an invoice in full, we will apportion your payment between all Supply Addresses covered by the Agreement in proportion to their consumption of electricity during the relevant billing period.

15.3 Where we agree to accept payment by credit card, the merchant service fees charged by your Bank or credit card company may be passed on to you.

15.4 If any payment of an invoice is dishonored or reversed, resulting in us incurring a fee, we may recover the fee from you.

## 16. GST

16.1 Amounts specified in our invoices to you, Energy Plan Details and other amounts payable under this Agreement may be stated as inclusive or exclusive of GST. Paragraph 15.2 applies unless the amount is stated to include GST.

16.2 Where an amount paid by you under this Agreement is payment for a "taxable supply" as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed onto the recipient of that taxable supply.

## 17. HISTORIC BILLING INFORMATION

When requested, we will provide your billing history for the last 2 years within 10 business days of your request free of cost. We may charge you if we have already provided this information in the previous 12 months or if the information requested is more than a 2-year period.

## 18. BILL ESTIMATES

We may, where you agree, arrange for you to pay your bills under a bill estimate arrangement. Details on this can be found at [www.gee.com.au](http://www.gee.com.au)

## 19. ISSUE OF REMINDER NOTICES

For commercial customers, if you have not paid your bill by the pay-by date, we will send you a reminder notice that payment is required. The reminder notice will give you a further due date for payment which will be not less than 6 business days after we issue the notice.

For residential customers, we will issue a reminder notice no later than 21 days after the due date mentioned on the current bill.

## 20. DIFFICULTIES IN PAYING

20.1 If you have difficulties in paying your invoice, you should contact us as soon as possible. We may provide you with information about payment options.

20.2 If you are a residential customer and have told us that you have difficulty paying your invoice, we must offer you the option of paying your invoice under a payment plan. However, we are not obliged to do so" if you fail to take reasonable action towards paying for the on-going energy use, cost of the on-going energy use and repaying the arrears.

20.3 Additional protections may be available to you under our Customer Hardship Policy and under the National Energy Retail Law and the Rules if you are a customer experiencing payment difficulties due to hardship.

A copy of our Customer Hardship Policy is available on our website [www.gee.com.au](http://www.gee.com.au)

## 21. WHEN RATES MAY BE VARIED

21.1 With prior notice, we may vary your Rates for any of the following reasons:

21.1.1 to reflect the cost to us (whether direct or indirect) of any changes to regulated charges or tariffs, regulatory compliance requirements, metering charges, meter data charges, service charges, loss factors or charges resulting from the operation of the national electricity market;

21.1.2 to reflect changes in Distribution Network Charges, including the introduction of any "time of use" Distribution Network Charges or tariffs;

21.1.3 to reflect any change in the wholesale electricity hedge arrangements that we have in place, that directly or indirectly increases the cost to us of purchasing the electricity we sell to you, or the cost of hedging its wholesale price;

21.1.4 to reflect any changes in the cost to us of any Environmental Requirement and in any costs arising out of any other regulatory requirements or changes

21.1.5 to reflect any increase in our costs as a result of a new tax being imposed or the basis for imposing or calculating any existing tax altering.

21.2 If the Minimum Supply Period is longer than one year, and the Energy Plan Details do not provide for different rates in subsequent years, then on each anniversary of the Agreement the energy component of the Rates may be increased to reflect the increase in the Consumer Price Index published by the Australian Bureau of Statistics in respect of the preceding year.

If we are going to vary your Rates, we will provide you with written notice of the variation. The notice will specify the date when the changes will take effect and will provide details of the new Rates.

## 22. DISCONNECTION

- 22.1.1 If you do not pay your bill by the due date and haven't made alternative arrangements with us, we may, as a last resort, disconnect your energy supply. However, we will contact you beforehand.
- 22.1.2 If you would like us to disconnect the energy at your address, please contact us at least 3 working days before you require disconnection. We may also disconnect your supply if you:
- 22.1.3 do not allow us access to your meter or supply address (and we have made all required efforts to contact you);
- 22.1.4 have sourced energy illegally;
- 22.1.5 are in breach of your energy contract or any relevant regulations; or do not provide the acceptable identification required by your agreement.

## 23. NOTICE AND WARNING OF DISCONNECTION

Before disconnecting your premises, we must comply with relevant warning notice requirements and other provisions in the Rules. However, we are not required to provide a warning notice prior to disconnection in certain circumstances (for example, where there has been illegal or fraudulent use of energy at your premises or where there is an emergency or health and safety issue).

## 24. WHEN WE MUST NOT ARRANGE DISCONNECTION

- 24.1.1 your premises may not be disconnected during the following times ('the protected period'):
  - (i) on a business day before 8.00am or after 2.00pm for residential customer or 3pm for a business customer; or
  - (ii) on a Friday or the day before a public holiday; or
  - (iii) on a weekend or a public holiday; or
  - (iv) on the days between 20 December and 31 December (both inclusive) in any year; or
  - (v) if you're being disconnected under clause 22.1.1 during an extreme weather event
- 24.1.2 your premises may be disconnected within the protected period:
  - (i) for reasons of health and safety; or
  - (ii) in an emergency; or
  - (iii) as directed by a relevant authority; or

- (iv) if you are in breach of clause 6.5 of your customer connection contract which deals with interference with energy equipment; or

Note for Victorian customers: Victorian customers may be disconnected if it is permitted under their connection contractor under the applicable energy laws.

- (v) if you request us to arrange disconnection within the protected period; or
- (vi) if your premises contain a commercial business that only operates within the protected period and where access to the premises is necessary to effect disconnection; or

## 25. RECONNECTION AFTER DISCONNECTION

- 25.1.1 We must request your distributor to reconnect your premises if, within 10 business days of your premises being disconnected:
  - (i) you ask us to arrange for reconnection of your premises; and
  - (ii) you rectify the matter that led to the disconnection; and
  - (iii) you pay any reconnection charge (if requested).
- 25.1.2 We may terminate this contract 10 business days following disconnection if you do not meet the requirements in paragraph (a).

## 26. WRONGFUL AND ILLEGAL USE OF ENERGY

- 26.1.1 You must not, and must take reasonable steps to ensure others do not:
  - (a) illegally use energy supplied to your premises; or
  - (b) interfere or allow interference with any energy equipment that is at your premises except as may be permitted by law; or
  - (c) use the energy supplied to your premises or any energy equipment in a manner that:
    - (i) unreasonably interferes with the connection or supply of energy to another customer; or
    - (ii) causes damage or interference to any third party; or (d) allow energy purchased from us to be used
  - (iii) tamper with, or permit tampering with, any meters or associated equipment.

## 27. ASSIGNMENT OR TRANSFER OF THE AGREEMENT

- 27.1 You may only transfer this Agreement to another person with our written consent. You may also request that the Agreement be transferred to another Supply Address and we will do our best to accommodate that request.
- 27.2 We may assign, novate or transfer our rights and obligations under this Agreement to another retailer at anytime by notice to you if:
  - 27.2.1 that assignment, novation or transfer forms part of the transfer of all or substantially all of our retail sales business to another retailer of energy; or
  - 27.2.2 you agree to that assignment, transfer or novation.

## 28. YOUR OBLIGATIONS

- 28.1 You must provide us any information we reasonably require for the purposes of this Agreement. You warrant that all information that you provide to us is true and correct and you must not mislead or deceive us in relation to any information that you provide to us.
- 28.2 You must promptly tell us if information you have provided to us changes, including your billing address or if your consumption of electricity materially changes.
- 28.3 If a person living at your premises requires life support equipment, you must register the premises with us or the Distributor. To register, you must provide written confirmation from a registered medical practitioner of the requirement for life support at the premises.
- 28.4 You must tell us or the Distributor if the life support equipment is no longer needed at the premises.
- 28.5 If you cannot meet an obligation relating to your premises under this Agreement because you are not the owner you will not be in breach of the obligation if you take all reasonable steps to ensure that the owner or the responsible person for the premises fulfils the obligations.

## 29. OUR LIABILITY

- 29.1 The quality and reliability of the supply of electricity and the quality, pressure and continuity is subject to a variety of factors that are beyond our control. These may include, weather conditions, vandalism, demands on the system, the acts of your Distributor and any direction given by a relevant authority.
- 29.2 To the extent permitted by law, we provide no guarantee, indemnity, warranty or undertaking and make no representation to you about the condition, supply or suitability of the supply of electricity, other than those that are set out in the Agreement.
- 29.3 Unless we have acted negligently or in the bad faith, our liability to you for breach of any conditions or warranties under the Agreement or rights implied by the Consumer Laws or any other equivalent law is limited to the maximum extent permitted by those laws. In particular, to the extent permitted, our liability for a breach of any condition, warranty, representation or right which is implied into this Agreement under the Consumer Laws is limited, at our option, to providing you with equivalent goods or services, replacement goods or services, or payment of the cost of acquiring equivalent goods or re-supplying the service or the payment of the cost of having the services supplied again.
- 29.4 You agree to indemnify and keep us indemnified from and against any loss or damage suffered arising from any breach by you of the Agreement, including as a result of your negligence, for the maximum amount which we are entitled to be compensated under the common law (including in equity) or statute.

## 30. APPLICABLE LAWS

- 30.1 This Contract is governed by the laws in force in the State or Territory in which your premises are located.
- 30.2 Where this Agreement does not deal with any matter contained in the Code, that matter is deemed to be incorporated into this Agreement.
- 30.3 The Agreement and these terms and conditions do not amount to a waiver by us of, or an agreement to vary or exclude the limitation of our liability provided by the Electricity Laws.

## 31. ACCREDITED GREENPOWER PRODUCT

If you have chosen one of our accredited Green Power products in the Energy Plan Details, we will supply you with the proportion of Green Power accredited electricity nominated in the Energy Plan Details, for the duration of this Agreement, while we remain a Green Power Provider under the National Green Power Accreditation Program.

## 32. PRIVACY

- 32.1 We will comply with all relevant privacy legislation in relation to your personal information. You can find a summary of our policy on our website.
- 32.2 We collect your personal information and confidential information (including meter data) where it is required under the Electricity Laws and because we cannot provide electricity to you without it. We may also collect sensitive information (for example, if you have life support equipment).
- 32.3 You consent to us exchanging your information with our related bodies corporate, agents and contractors and where relevant to the Distributor and other energy retailers, where required to provide you with those products and services and also for any other purpose you consent to or as otherwise authorized by law. We may also disclose your personal information to a credit reporting agency in certain circumstances.

## 33. COMPLAINTS AND DISPUTE RESOLUTION

- 33.1 Complaints – If you have a complaint relating to the sale of energy by us to you, or this contract generally, you may lodge a complaint with us in accordance with our standard complaints and dispute resolution procedures.

Note: Our standard complaints and dispute resolution procedures are published on our website [www.gee.com.au](http://www.gee.com.au)

### 33.2 OUR OBLIGATIONS IN HANDLING COMPLAINTS

If you make a complaint, we must respond to your complaint within the required timeframes set out in our standard complaints and dispute resolution procedures and inform you:

- of the outcome of your complaint and the reasons for our decision; and
- that if you are not satisfied with our response, you have a right to refer the complaint to the Energy and Water Ombudsman. Contact details for ombudsman is given in our Customer

## 34. FORCE MAJEURE EVENT

If a Force Majeure Event occurs to you or us, our obligations and your obligations under the Agreement (other than an obligation to pay money for any electricity supplied by us to you) are suspended to the extent to which they are affected by the Force Majeure Event for so long as the Force Majeure Event continues.

## 35. GENERAL PROVISIONS

- 35.1 The Agreement represents the entire agreement between you and us and supersedes all prior arrangements or understandings between you and us.
- 35.2 If any term or clause of the Agreement is or becomes invalid or unenforceable, then the other terms remain valid and unaffected and will continue for the duration of the Agreement.
- 35.3 If we do not exercise or enforce any right or power under the Agreement, that failure will not amount to a waiver of that right or power. Any delay in doing so will also not amount to a waiver of that right or power.
- 35.4 Unless otherwise agreed, all communications and notices from us will be sent to you at your nominated email address, including invoices, welcome packs, reminder notices and disconnection notices.
- 35.5 If any amendments to the Agreement are, in our reasonable opinion, reasonably required due to a change in Electricity Laws or other applicable laws, regulations or codes, then we may make such amendments, which will commence from the date we notify you of the amendments.

## 36. DEEMED PROMPT NOTICE

If the effects of a force majeure event are widespread, we will be deemed to have given you prompt notice if we make the necessary information available by way of a 24-hour telephone service within 30 minutes of being advised of the event or otherwise as soon as practicable.

## 37. OBLIGATION TO OVERCOME OR MINIMISE EFFECT OF FORCE MAJEURE EVENT

- 37.1 A party that claims a force majeure event must use its best endeavours to remove, overcome or minimize the effects of that event as soon as practicable.
- 37.2 Settlement of industrial disputes - Nothing in this clause requires a party to settle an industrial dispute that constitutes a force majeure event in any manner other than the manner preferred by that party.

## 38. RETAILER OF LAST RESORT EVENT

If we are no longer entitled by law to sell energy to you due to a Retailer of Last Resort (RoLR) event occurring in relation to us, we are required under the National Energy Retail Law and the Rules to provide relevant information (including your name, billing address and metering identifier) to the entity appointed as the relevant designated retailer for the RoLR event and this contract will come to an end.

### 39. DEFINITIONS USED IN THESE TERMS AND CONDITIONS

Agreement means your agreement with us which is made up of these terms and conditions and your Energy Plan Details.

Code means the Energy Retail Code of Victoria.

Consumer Laws means the Australian Consumer Law contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

Cooling-Off Period means the period of 10 business days from and including the date on which you agree to enter into the Agreement with us. Distributor means your local electricity network operator.

Distribution Network Charges mean the charges and fees charged by the Distributor relating to the physical supply of electricity at the Supply Address.

Early Termination Charge means a charge for early termination of an Agreement (if any) and specified in the Agreement.

Electricity Laws means all applicable legislation, codes, regulations, orders, rules, guidelines and tariffs that directly or indirectly relate to the sale and supply of

electricity to the Supply Address, including, the National Energy Retail Law, the National Energy Retail Law Rules, the Code and any other applicable instrument that can be enforced by law or by a regulatory authority.

Energy Plan Details means a document setting out the details of your supply of electricity including, without limitation, your product and service details, benefits, tariffs and contract term.

Environmental Requirement means any renewable energy scheme or target, emissions target, energy efficiency scheme, greenhouse gas abatement program, carbon trading scheme, carbon price or carbon tax introduced before or after the commencement of the Agreement, including any change in any such requirement or change in the application or calculation of any such requirement. For the avoidance of doubt, "Environmental Requirement" includes the purchase of renewable energy certificates under the Renewable Energy (Electricity) Act 2000 (Cth) and the impact on us (direct or indirect) of the Clean Energy Legislation (Carbon Tax Repeal) Act 2014 (Cth).

Force Majeure Event means an event

outside our reasonable control or your reasonable control.

GST has the meaning given to it in the A New Tax System (Goods and Services Tax) Act 1999 (Cth)

Last Resort Event means an event which triggers the operation of the "retailer of last resort" scheme approved by the Victorian Essential Services Commission.

Minimum Supply Period means the minimum period of supply specified in the Energy Plan Details.

Rates means the tariffs, charges, fees and other amounts payable by you under this Agreement.

Supply Address or Supply Addresses means the site or sites specified in the Energy Plan Details where you accept the supply of electricity under the Agreement.

"us", "we", or "our" means [entity].

"you" or "your" means a customer to whom the Agreement applies.

### 40. POSTAGE OF INVOICES:

Note that each invoice issued by post may incur a \$2 processing fee (excluding GST).