



Arc Energy Corporation Pty Ltd

Customer Disclosure Statement & Charter

☎ 1300 025 965 ✉ info@arcenergygroup.com.au

www.arcenergygroup.com.au

Please read this important information about your energy plan with Arc Energy

Your energy contract is with Arc Energy Corporation Pty Ltd ABN 33 614 276 827

The agreement is between you as the customer and Arc Energy the supplier of energy to the supply address as set out in your application.

Cooling off period

Your agreement is subject to a cooling off period of 10 days. This means that you may cancel this agreement without any penalty as long as it is before the end of the cooling off period. The cooling off period commences at the time that you accept this agreement.

You must clearly indicate your intention to cancel this contract before the cooling off period ends.

You can do so using the following details.

Postal address: PO Box 91, Flinders Lane, Melbourne VIC 8009

Telephone: 1300 025 965

Fax: 1300 797 244

Email: info@arcenergygroup.com.au

Commencement of your energy plan

Your energy contract begins the day you accept our offer by either

- Signing our offer form
- Accepting the offer verbally over the phone, or
- Accepting the offer online.

Term of your energy plan

Our offer with you has no contract term. Our agreement with you will continue until it is terminated by Arc Energy or yourself.

When vacating your property, you may cancel your contract by providing us three business days' notice.

Prices, fees and charges

Your electricity rates, fees and other charges are set out in your agreement and in the pricing factsheet.

Charges may include

- Credit card payment fees
- Account set up fee
- POST bill pay
- Paper bill fee
- Dishonoured payment fees

We can vary the charges on your account at any time, but we will notify you before such changes take effect.

Billing and payment arrangements

Your bill will be based on the reading of your meter in most cases. In the case that your meter cannot be accessed then an estimate will be used.

Your electricity bill will be issued monthly or bi-monthly and unless otherwise changed will be sent to your nominated email. If you prefer to receive a paper bill then you must notify us and we will send future bills to your nominated address.

You may pay your bill by direct debit, BPAY. Cash or any other method that has been agreed to by us.

Concessions and rebates

You may be entitled to concessions or rebates depending on your state or territory.

Visit the appropriate website for more information

- **ACT:** http://www.assistance.act.gov.au/adult/utilities/energy_concession
- **NSW:** <http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates>
- **NT:** <https://ntconcessions.nt.gov.au/>
- **QLD:** <http://www.qld.gov.au/community/cost-of-living-support/electricity-gas-rebates/index.html>
- **SA:** <https://www.sa.gov.au/topics/care-and-support/financial-support/concessions/energy-bill-concessions>
- **TAS:** <http://www.concessions.tas.gov.au/>
- **VIC:** <http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions/energy>
- **WA:** <http://www.concessions.wa.gov.au/Pages/default.aspx>

Service standards

Our services standards meet the applicable laws and regulations of your state. We aim to respond to all written enquiries within 5 business days.

Arc energy will abide by our responsibilities as set out in the terms and conditions that have been sent to you.

Dispute resolution

Under all circumstances we want you to be pleased with our service and your decision to chose Arc Energy to supply your electricity. Arc Energy welcomes any feedback from our customers, be it positive or negative.

To send us feedback please use the details as outlined in our offer to you. If you are not satisfied with how we handle any complaint please contact the energy ombudsman in your state or territory.



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