



## **Integral Energy statement of customers' rights in respect of bills and charges under our standard form contracts**

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### **1 Introduction**

This statement sets out the rights of customers in respect of our bills and charges payable under our standard form contracts.

Each of the paragraphs set out below applies in respect of electricity supplied or other services provided to customers under our Standard Form Customer Supply Contract.

Paragraphs 2, 3 and 11 of this statement apply in respect of customer connection services provided to customers under our Standard Form Customer Connection Contract.

### **2 Variation of charges**

Any variation in any charges payable for connection services provided or electricity supplied by us will not have any effect until after details of such changes are:

- (a) published by us in a newspaper circulating in New South or within the area where the variation is to take effect and on our website; or
- (b) where the services are supplied to particular customers, notified to such customers.

Any such notice will not operate retrospectively.

### **3 Contents of bills and related matters**

The information to be included in a bill issued by us under either standard form contract must include the following:

- (a) your name and bill number, the address of the premises we are supplying your relevant mailing address;
- (b) your National Metering Identifier and checksum, prominently displayed;
- (c) the dates on which the billing period began and ended;
- (d) the total charges to be paid by you;
- (e) the charges payable for services provided or arranged by us, separating those charges into charges in respect of electricity related charges (including

customer connection services) and charges in respect of other services and goods;

(f) the date by which the bill must be paid;

(g) the amount of any arrears and the due date for payment of the arrears;

(h) the amount of any credit received;

(i) any amount deducted, credited or received under:

(i) any Government funded rebate or relief scheme; or

(ii) any payment plan operated by us;

(j) the methods by which the bill may be paid;

(k) the name of, and details of the availability of, any Government funded rebate or relief scheme; and

(l) contact details for our bill and payable enquiries service and a 24 hour contact phone number for faults and difficulties

If requested by you, we will identify in the bill those components of the charges which are network charges and the amount of security held by us.

#### **4 Review of bills and related matters**

You may make a complaint to us about any of our bills issued to you including any charges included in the bill.

We will consider the complaint and may either determine that the bill or amount is correct or correct the bill or amount.

#### **5 Correction where you have been undercharged**

If we find that you have been undercharged, then we may recover this amount except if it is in relation to a period which is more than 12 months after our finding.

We will list such undercharged amount separately and provide you with an explanation. We will not charge interest on such amounts.

If requested by you, you will be given a period of time to pay the undercharged amount that is at least equal to the period during which the undercharging occurred.

#### **6 Correction where you have been overcharged**

6.1 If we find that you have been overcharged by more than \$25 we must:

(a) inform you within 10 business days after becoming aware of the overcharging; and

(b) reimburse you the amount overcharged in accordance with your instructions; and

- (c) if no instructions are given, credit the amount to in your next bill; and
- (d) pay interest on that amount at the rate prescribed under section 95(1) of the *Supreme Court Act 1970* for payment of interest on a judgment debt.

6.2 If we find that you have been overcharged \$25 or less, we must:

- (a) credit the amount in your next bill; and
- (b) credit interest on that amount at the rate prescribed under section 95(1) of the *Supreme Court Act 1970* for payment of interest on a judgment debt.

## **7 Provision of information about bills and related matters**

We will provide you with the following information on your request:

- (a) information about the current status of your bill; and
- (b) information about meter readings and meter registrations connected with your bill.

This information will be provided for free except that we may charge you for our reasonable costs of collecting and releasing information that relates to meter registration on a half-hourly basis.

## **8 Billing period**

We will issue you a bill at least once every 3 months.

## **9 Payment of bills for electricity supply**

The due date for payment of any bill issued by us will be not less than 15 business days after the date on which it is sent out to you.

We will accept payment of amounts owing to us by any of the following payment methods:

- (a) by cash, cheque or credit card at our offices or our agent;
- (b) by post by means of cheque or credit card;
- (c) by telephone by credit card; and
- (d) by direct debit from a cheque, savings or credit card account.

We will not impose any charge in respect of these methods of payment.

If requested by you, we will accept payment in advance for charges under our contract with you.

## **10 Matters relating to electricity consumption to be included in bill**

We will include the following information in any bill issued to you:

- (a) the particulars of meter readings for the period;

- (b) the estimated or measured quantity of electricity supplied in kilowatt hours;
- (c) particulars of any retail tariff codes and rates of charges applicable to the supply of electricity of each category supplied;
- (d) particulars of the quantity of electricity of each category supplied during the billing period or estimated to have been supplied during the period;
- (e) particulars of the average daily consumption of all electricity supplied during the billing period in respect of that bill (expressed in kilowatt hours); and
- (f) if a bill was rendered by us for the corresponding billing period during the previous year, particulars of the average daily consumption during that previous billing period.

## **11 How payments to be applied**

If we supply other goods or services in addition to supply of electricity or the provision of connection services, we must apply any payments received from you firstly towards payment of electricity related charges (that is, customer connection services and electricity supply services), unless otherwise directed by you.

## **12 Provision of historical billing information**

If requested by you, we will provide you with copies of, or information about, previous bills issued by us to you. We will do so within a reasonable time of receiving the request.

This information will be provided free of charge except we may impose a reasonable fee for:

- (a) copies of bills where the billing period occurred more than 2 years before your request, or
- (b) you have already been provided with that information under this provision within the previous 12 months.

We may only provide copies of bills, or billing information, to a third party, only if you have consented in writing to us doing so.

However, this provision does not prevent us from providing consumption information for the purposes of customer registration, customer transfer and wholesale settlement of payments in the national electricity market or for any other purpose that the supplier is legally required to do so.

## **13 Meter testing**

If after a request by you to review our bill, we find that the bill is correct, you may request that the meter be tested in accordance with any applicable laws, market operation rules, codes or standards.

We will not be required to test the meter if you refuse to pay us in advance the reasonable costs of testing the meter.

If the meter is found to be inaccurate, we will refund any amount paid in advance and you will not be liable to pay the cost of testing.

#### **14 Calculation of charges**

Where there is a price change during a billing period, electricity charges will be calculated by calculating the electricity supplied for the whole period at the rate applicable at the end of the period and then adjusting the account for the period that electricity should have been charged at a different rate. The formula for calculating adjustments to that account is as follows:

$$A = \frac{d(N-C)}{n}$$

where:

*A* is the adjustment component.

*d* is the number of days in the accounting period during which electricity was supplied:

- in the case of the first or only variation, before the variation took effect; or
- in the case of a second or subsequent variation, after the previous variation took effect and before the second or subsequent variation took effect.

*n* is the number of days in the accounting period during which electricity was supplied.

*N* is the amount of charge for the whole of the accounting period, calculated at the rate applicable at the end of the period.

*C* is the amount of the charge for the whole of the accounting period, calculated:

- in the case of the first or only variation, at the rate applicable immediately before the variation took effect; or
- in the case of a second or subsequent variation, at the rate applicable immediately before the second or subsequent variation took effect.

#### **15 Estimation of electricity supplied**

If we find:

(a) that metering equipment has ceased to register or has ceased to register correctly the quantity of or demand for electricity supplied; or

(b) that electricity has been supplied without passing through metering equipment,

we will estimate the quantity of or demand for electricity supplied for any period of up to 6 months before the finding was made.

If electricity is supplied by us during a period, or part of a period, for which there is no meter reading, then we will estimate the quantity of or demand for electricity supplied during that time.

You are liable to pay for, or are entitled to be paid a rebate for, the electricity estimated under this clause.

The metering equipment is to be regarded as not registering correctly if (and only if) its error in registration is greater than 2%, either in excess or deficiency.

The estimated bill is to be based on your historical meter data or, if we do not have that data, the average daily consumption for the same class of customer supplied by the supplier, calculated for the period covered by the bill.

Interest is not payable on overcharged amounts as a result of an estimation made under this provision.

## **16 No access to meter**

If we, or our representative, are unable to obtain access to metering equipment for the purpose of determining the quantity of electricity supplied, we will ask you to elect:

(a) to pay an amount estimated in accordance with these provisions and to have that amount reconciled in the next bill; or

(b) to pay an amount based on a determination by the supplier after obtaining access to the metering equipment.

## **17 Interpreter Services**

If you need the help of an interpreter please call 131 450

Nếu quý vị cần sự giúp đỡ của một thông dịch viên xin gọi số 131 450.

Se richiedete l'assistenza di un interprete vogliate cortesemente chiamare il 131 450.

如果您需要傳譯員的幫助請撥131 450。

Si necesita la asistencia de un intérprete sírvase llamar al 131 450.

Εάν χρειάζεστε τη βοήθεια διερμηνέ παρακαλούμε τηλεφωνήστε στο 131 450.

إذا كنتم بحاجة إلى مساعدة مترجم يرجى الإتصال بالرقم 131450.