

# Disclosure Statement Electricity



## Ergon Distribution Zone – MO5% Guaranteed Discount – SME

This Market Offer 5% Guaranteed Discount (Ergon Distribution Zone) product is only available to SME customers. Eligibility criteria apply.

### Benefits

#### Benefit Period

Our benefit period applies for 12 months from the commencement date. At the end of this benefit period your benefits will end but the agreement will continue. We may offer you, in accordance with our market offer terms and conditions, new benefits for an additional benefit period. If we do not, you will still enjoy the benefits provided by the Future X Power's product as you entered.

#### Background

This disclosure statement is provided to you by Online Power and Gas Pty Ltd ABN 95 164 285 634.

#### Variations in Tariffs

Our SME Standing Tariffs are varied from time to time in accordance with applicable laws and are published on our website. Our SME Standing Tariffs may change during the 12 months benefit period. If our SME Standing Tariffs changes affect you, we will give notice of any such change as soon as practicable and no later than your next bills or in accordance with applicable laws and codes.

#### Fees and Charges

Future X Power currently does not charge customers account establishment fees. We may charge the below fees if applicable:

- Move-in / new connection fee \$20.00 (Inc. GST)
- Paper bill fee \$1.8 (Inc. GST) paper fee may apply for each paper bill.
- Late payment fee \$12.00 (Inc. GST) late fee may apply if your bill is not paid by the due date.
- Disconnection fee \$20.00 (Inc. GST)
- Cheque dishonour fee \$15.00 (Inc. GST)
- Direct debit dishonour fee \$15.00 (Inc. GST)
- Credit card payment fee 1.75% Surcharge (Inc. GST) may apply to payments made by VISA/Mastercard credit card.
- Credit card payment fee 4% Surcharge (Inc. GST) may apply to payments made by AMEX/Diners credit card.
- Other fees may apply based on special circumstance.

We may impose an additional charge if there is, or we fairly and reasonably expect there will be, an increase in our environmental, market, metering, network and regulatory costs, if that cost increase is specifically or otherwise attributable to you or to the energy we sell you. The amount of the additional charge will be no more than what is required to recover such an increase in costs. There will be no additional charge to the extent that we recover a cost increase through variations in our tariffs.

### Commencement

Your energy contract begins on the day that you accept our offer whether you do this by signing our offer form, verbally accepting an offer made over the telephone or by accepting online, or otherwise.

However, we will not start selling you energy unless and until:

- We are satisfied with your eligibility for our offer;
- We are satisfied with your creditworthiness;
- If we have required this, you have paid us a security deposit;
- The cooling off period has expired;
- Your supply address has its own meter; and
- We have become financially responsible for your supply address.

#### Cooling Off

Although your energy contract may have begun, we do not start selling you energy until the cooling off period has expired.

You have the right to cancel your energy contract during the cooling off period. The cooling off period is 10 business days from and including the day after you signed or received your energy contract together with this disclosure statement.

To cancel your energy contract, you need to provide notice to us before the cooling off period ends, clearly indicating your intentions. You can do this in writing or over the telephone. Our contact details are set out below. On request, we will provide you with a copy of the cancellation notice.

**Postal address** PO Box 12028  
George St QLD 4000

**Telephone** 1300 599 008

**Email** customerservice@futurexpower.com.au

#### Billing Frequency

We will send the energy bills to your nominated email address on a monthly basis.

#### Payment Methods

You may pay your accounts:

- By MasterCard, VISA or American Express card, on the web at [www.futurexpower.com.au](http://www.futurexpower.com.au)
- By direct debit from your savings or transaction account, or from your credit card;
- By BPAY;
- By Eftpos through your online banking

#### Electronic Transactions

By providing Future X Power with your email address, you consent to receiving information relating to your contract with Future X Power by email.

If you have elected to pay your bills via direct debit from a nominated bank account or credit card, you consent to the amount notified to you via your bill being withdrawn from your bank account or charged to your credit card on the due date as stated in your bill.

#### Dispute Resolution

We want to make sure you enjoy being a customer of Future X Power and welcome feedback, positive or negative. So, if you're not happy with the service you're receiving from us, please let our team know as soon as you can so we can start resolving it for you. You can do this in a number of ways:

- Call the team on 1300 599 008
- Log your feedback at [www.futurexpower.com.au](http://www.futurexpower.com.au)
- Post your comments to: Future X Power —

PO Box 12028  
George St QLD 4000

Your complaint will be dealt with in accordance with our complaints handling procedures which can be found at [www.futurexpower.com.au](http://www.futurexpower.com.au)

If you are not satisfied with the response or outcome, or if the problem remains unresolved, you can contact the Energy and Water Ombudsman (QLD) on 1800 662 837 (free call) or at [www.ewoq.com.au](http://www.ewoq.com.au)

#### Termination

Our energy contract with you has no contract term. The agreement will continue until terminated by you or us.

If you are vacating your premises, you may cancel your contract by providing us at least 3 business days' notice in advance.

#### Service Standards

Our service to you will meet all applicable laws and codes in your State.

Our commitment is to respond to all written enquiries within 5 business days.

Our aim is to resolve your query or complaint as soon as possible. If we need more time to find an answer, or to resolve your issue, we will keep you updated on our progress.

**For information about choosing an energy retailer visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)**

## Ergon Distribution Zone

Residential Single Rate		Standing Offer		5% Guaranteed Discount*	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Peak Usage	cents per kWh	22.56	24.81	21.43	23.57
Daily Supply Charge	cents per day	121.04	133.14	114.99	126.48

  

Controlled Load 1		Standing Offer		5% Guaranteed Discount*	
Applicable Charges	Units	GST ex	GST inc	GST ex	GST inc
Controlled Load 1	cents per kWh	13.026	14.329	12.38	13.613
Daily Supply Charge	cents per day	--	--	--	--

  

Controlled Load 2		Standing Offer		Post Guaranteed Discount*	
Applicable Charges	Units	GST ex	GST inc	Units	GST ex
Controlled Load 2	cents per kWh	14.313	15.744	13.60	14.96
Daily Supply Charge	cents per day	--	--	--	--

  

Solar Payment & Feed-in Tariff		GST ex	GST ex
Feed-in Tariff (cents per kWh exported)	c/kWh	Not Eligible	Not Eligible

### Important Information

For relevant terms and conditions relating to the Future X Power retailer payment you should refer to [www.futurexpower.com.au](http://www.futurexpower.com.au)

### Definitions

Daily supply charge: a charge that applies for supplying electricity to your premises for each day of the billing period, regardless of how much electricity you use.

kWh: 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity account.

### Variations in tariffs and other charges

The feed-in tariff may be subject to change from time to time. If the feed-in tariff changes we will advise you of the variation as soon as practicable and in any event no later than your next bill or in accordance with applicable laws and codes.