

OC Electricity Management Services Pty Ltd

ACN 169 137 606

SUPPLY OF ENERGY

CUSTOMER CHARTER

Who We Are

OC Electricity Management Services Pty Ltd (acn 169 137 606) is an Australian company dedicated to providing excellent embedded network services in multi-tenanted buildings.

Our Commitment

We shop around to buy electricity at the most competitive prices that we can muster. Our big point of difference is that we pass on discounted rates to our customers, that are on par with major players, minus the conditions, catches, clauses or confusing discounts.

Embedded Networks Explained

Simply put, an embedded network is infrastructure that allows for the purchase of electricity in bulk and the ability to on-sell it at discounted rates.

Your Power of Choice

The Australian Energy Regulator has implemented the *Power of Choice* legislation that ensures you have the freedom to choose your electricity provider and to ensure the market remains competitive. For further information, please refer to the *Embedded Network and Your Power of Choice* document.

Moving In and Moving Out

If you are moving into one of our buildings then please advise us and we will forward you our information pack which contains our Supply of Energy Contract. You must sign this before energy can be supplied through the embedded network.

We will require you to provide at least one form of identification and, in some cases, a security deposit.

Invoices will be issued on a regular basis and we will advise you how frequently you can expect to receive them.

If you are moving out then we require a minimum of 5 business days' written notice (email will suffice) with a forwarding address. We will then arrange for a final reading of your meter and supply will cease on your move-out date.

Content of Your Bills and Payment

Your bills comprise a charge for your usage over the billing period and a charge for providing the service to the property. Depending on the circumstances, there may be additional charges from time to time for things such as late payment, debt collection, disconnection and reconnection.

We will advise you of the due-by date for payment but it will not be less than 13 business days from the date of the bill. You will also be provided with a variety of ways in which to pay your bills such as EFT, B-pay, direct debit, cheque or credit card.

If we are not able to read your meter for any reason then we will estimate the amount of energy consumer at your premises over the billing period, based on historical data.

Questioning Your Bills

If you believe a bill contains an error then we encourage you to quickly contact our Customer Service Team on 03 9078 9906.

We also refer you to our Complaint Handling and Dispute Resolution Policy which sets out the steps to follow.

Financial Hardship

If you cannot pay your bills and are experiencing financial difficulties then we have processes in place to assist. We invite you to read through our Financial Hardship Policy and contact us.

Disconnection

We consider disconnection to be a last resort for non-payment of bills and we will work closely with you to assist you in paying your bills and managing your energy debt levels. This may involve an instalment payment plan. We invite you to read through our Disconnection and Reconnection Policy and to contact us in the event of payment difficulties.

Our Service Team

Our Service Manager and the team are ready to address your concerns and can be contacted on

PH: (03) 9078 9906
admin@ocems.com.au