

# OC Electricity Management Services Pty Ltd

ACN 169 137 606

## SUPPLY OF ENERGY

### ***DISCONNECTION AND RECONNECTION POLICY***

The connection, disconnection and reconnection of energy is governed by Victoria's Energy Retail Code and accordingly this policy complies with that Code.

If you fail to pay an invoice for the supply of energy to your premises, or failed to provide a security deposit that we are entitled to require from you, or there has been an illegal or fraudulent use of energy at your premises, then we may disconnect your supply after providing you with the following notices. Our timelines for issuing notices agrees with the regulatory requirements. Our timeline is as follows:

1. Invoice is issued with a due date for payment (not less than 13 business days from the date of the invoice)
2. After the due date for payment we issue a reminder notice \*
3. 7 business days following the reminder notice, we issue a disconnection warning notice.\*
4. following the disconnection warning notice we will list your premises for disconnection.\*

Alternatively, If we have agreed that you are a hardship customer or you have advised us that you are experiencing some financial difficulties, then we may disconnect your supply if we have offered you at least two payment plans in the last 12 months and

- (a) you have not agreed to either of them; or
- (b) you have agreed to one but not the other of them and the plan to which you did agree has been cancelled due to non-payment; or
- (c) you agreed to both of them but the plans have been cancelled due to non-payment.

You may contact our Service Team at any time prior to disconnection and our Service Team will also use their best endeavours to contact you by phone and email and/or text message during the disconnection warning period. If we hold a security deposit on your behalf we will apply that towards paying any outstanding amounts before disconnecting your supply.

*\* These steps assume that you have not made any payments, nor contacted us to arrange a payment plan, nor provided a security deposit if required.*

Note that we are not permitted (in most circumstances) to disconnect your supply -

- before 8 am or after 2pm on a business day if you are a residential customer or before 8 am or after 3pm if you are a business customer; or
- on a Friday or a day before a public holiday; or
- a weekend or a public holiday; or
- on days between (and including) 20 December and 31 December in any year; or
- if you owe less than \$300.

## **RECONNECTING YOUR SUPPLY**

We will gladly reconnect your supply when you –

- pay all outstanding amounts (including any Disconnection Charge and Reconnection Fees) and we are supplied with a receipt; OR
- you supply a security deposit (which you have previously failed to provide) which we are entitled to require from you; OR
- you satisfy our Service Team that you have a genuine situation of hardship, you have agreed and signed a payment plan and paid the initial up-front payment.

Reconnections will occur the first business day after you have fulfilled the above requirements.

If you agree to a payment plan, disconnection may be suspended as long you are making the promised payments. So keep in contact with us about your situation. If we refer you to or you have made an appointment with a financial counsellor or consumer representative, we will give you a temporary suspension of at least 15 business days, on the action over your disconnection or debt recovery. If for any reason the customer representative organisation (CRO) is unable to meet with you and provide an assessment, we will consider a request by you or the CRO for additional time to undertake the assessment.

## **WARNING**

**If your supply has been disconnected then it's very important that you ensure your mains switch is off before being reconnected. Failure to do this could result in damage to appliances with additional collateral damage.**

*Please also refer to our Financial Hardship Policy*