



Customer Charter

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2 Customer Charter

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1 What is the Customer Charter?

This Customer Charter (**Charter**) sets out information about our services as your energy retailer and your rights and obligations as our customer.

The information in this Charter applies to small customers only (as that term is defined in the Energy Laws) and is subject to change without prior notice.

If there is any part of this Charter, or any other material we have provided to you, that you do not understand, please contact us on 133 669 and our Customer Service Team will assist you.

Capitalised terms have the meaning given to them under our Market Agreement and Standard Retail Contract Terms (the **Terms**).

Important notice to the customers:

This Charter is published **for information purposes only** and its contents are **not legally binding**. It does not form part of, or otherwise affect the terms or conditions of, any existing or future agreement between you and us.

2 What is the difference between my energy retailer and distributor?

As your retailer, we bill you for your Energy usage and remain your main contact for your Energy purchasing needs.

Your local distributor owns and maintains the electricity poles and wires, gas pipes and gas meters (and electricity meters in Victoria) that supply Energy to your Supply Address. We have no control over the quality of Energy supplied to your Supply Address, including faults, emergencies, fluctuations and spikes, which may or may not be within your distributor's control.

While you have a choice of energy retailer, the distributor at your Supply Address will not change. The name and contact details of your local distributor are outlined on your bill and the end of this Charter.

3 What sort of information do I need to give you?

If you request that we provide Energy to your Supply Address, we will need to obtain certain information from you. The information we will require will include acceptable identification and contact details.

4 Why do you need access to my premises?

Your local distributor requires safe and unhindered access to the meter(s) at your Supply Address to undertake repair work, connect or disconnect supply and to record meter usage.

Safe and easy access to your meter will also assist us to provide you with accurate bills based on actual meter readings.

Please contact us on 133 669 to discuss any meter access issues.

5 What prices apply to me?

If you are on a Market Agreement, your charges will be set out in your Energy Plan. Our Energy Fact Sheet also outlines the tariffs, fees and charges that apply to your Agreement.

We may pass through any network or Government charges as permitted under the Energy Laws.

If you are on our Standard Retail Contract, in addition to the Energy Fact Sheets, you can find the relevant fees and charges on our website, www.pacificblue.com.au.

These prices, and any benefit offered to you, may be varied from time to time as permitted under the regulatory requirements in your State.

6 How can I pay?

We offer a range of payment methods for your convenience, which are also listed on your bill, including:

- Credit Card;
- Direct Debit;
- BPAY;
- By mail (cheque or money order only);
- At an Australia Post outlet; and
- Post BillPay.

We will also accept payment in advance.

If you wish to arrange a direct debit, please contact us on 133 669 or visit our website, www.pacificblue.com.au.

If you choose to pay your bill by credit card, we may pass on to you any merchant service fees that we incur as a result of processing your credit card payment.

7 How is my bill calculated?

We will bill you at the frequency stated in your Agreement. If you are on our Standard Retail Contract, bills will be issued to you at least quarterly.

If any of the rates or charges vary during a billing period and metering data for a Supply Address is not available on the day of the price change, we will calculate your usage before and after the variation on a proportionate basis.

8 What is an estimated reading?

An estimated reading is where we estimate your Energy usage and use that as the basis for your bill. We will only use an estimated reading as the basis for your bill if:

- we cannot obtain an actual meter read due to issues accessing your property;
- you have a basic meter and have elected to go onto a monthly billing cycle;
- there has been any other issue identified by your local distributor prohibiting us from accessing your actual metering data; or
- where we have otherwise agreed a method with you to bill you based on an estimate of your usage.

If we receive estimated meter data from your local distributor, we will clearly display this on your bill.

Please contact us on 133 669 if you would like to arrange access to your meter and we will contact your local distributor or metering coordinator to make arrangements for an actual meter read.

You can also submit a self-read of your meter, if you have a basic meter and meet our submission requirements, which can be found on our website at <https://www.pacificblue.com.au/meter-information>.

9 Can I request a review of my bill?

Please contact us if you wish to discuss your bill or request a review. During a bill review, you must pay the lesser of either the amount of your bill that you don't dispute, or an amount equal to the average monthly bill for the past twelve months. You must also pay any undisputed future bills that are due.

If the outcome of your review is that you have been overcharged or undercharged, we may credit or repay you for any overcharge, or invoice you for any undercharged amounts, in accordance with the Energy Laws.

If the review demonstrates that your bill is correct, you must pay the unpaid amount.

You can request a meter test, however you may be charged if the meter test indicates that the meter is compliant with the Energy Laws.

10 What happens if I pay my bill late?

If you have not paid your bill by the due date, we may send you a reminder notice and an overdue notice indicating the bill is past the due date. Other consequences for late payment are set out in your Terms.

11 What if I can't make a payment?

If you are having trouble paying your bills, you may be entitled to the following:

Payment Extension	If you are experiencing short term financial difficulty, an extension of time to pay can be arranged.
Payment Plan	We have a number of payment plans to assist customers in paying their bills and can arrange the plan that best meets your needs.
Energy Efficiency Advice	Reducing energy consumption is one way to reduce your costs. Our experienced team can provide advice on how this may be achieved.

Concessions

Concessions may also be available to assist eligible customers with payment of their Energy bills. For further information on State energy concessions and eligibility, visit

www.pacificblue.com.au/concessionsand-rebates or view the State government websites below:

State	Website
New South Wales	www.service.nsw.gov.au/services/concessions-rebates-and-assistance
Queensland	www.qld.gov.au/community/costof-living-support/concessions/energy-concessions
South Australia	www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions
Victoria	https://services.dhhs.vic.gov.au/concessions-and-benefits

Hardship Policy

Further information on payment assistance is also available in our Customer Hardship Policy. A copy of our Customer Hardship Policy is available on our website: www.pacificblue.com.au/hardship-policy.

Please call Pacific Blue Retail on 133 669 weekdays, between 8:30am and 5:30pm AET to discuss any of the above.

12 What happens if I move out?

If you are moving out of your Supply Address, please contact us at least 4 business days before you move so we can arrange for a final meter read. You will need to ensure we can access your meter for the final read and provide us with a forwarding address for your final bill.

Your Agreement will end when you move out and are no longer responsible for payment of the Energy supplied to the premises, which will not be until:

- either you tell us, or we become aware, that you have moved out and the meter is read;
- someone else starts buying Energy at the premises (whether from us or from another retailer); or
- we disconnect your premises.

Further information on ending your Agreement is set out in the Terms.

13 What happens if I'm moving in?

If you are moving into a new Supply Address, just call us on a business day so we can arrange an initial read and reconnection of the Energy supply. Please note that connections are not undertaken on a weekend or a public holiday.

If your new Supply Address is not already connected to the relevant distribution network, we will work with your local distributor to confirm the availability of supply and to organise a connection. Please note that new connections can take some time, so we would ask that you contact us as soon as possible

14 Do I have a cooling off period?

If you would like to end your Agreement, we ask that you contact us as soon as possible. Our Market Agreement is subject to a minimum 10 business day cooling off period and your Agreement will outline how you can exercise your rights to cool off.

To cancel your Agreement during the cooling off period, you must give us notice setting out your clear intention to do so either in person, by telephone, by post, or by email.

If you cancel your Agreement outside the cooling off period, you may incur a contract exit fee. Any contract exit fee will be outlined in your Agreement.

We will only end your Agreement where permitted by the Energy Laws.

15 What if someone at my premises requires life support?

If a person living at your Supply Address requires life support equipment or has a medical condition that requires continued Energy supply, you must notify us and we will notify your local distributor.

If you notify us, we will send you a medical confirmation form to be signed by a medical practitioner and returned to us. It is important that you return the medical confirmation form to us as soon as possible.

16 What if I have a sensitive load or concerns about supply interruptions?

Occasionally and for reasons beyond our control, there will be interruptions to the Energy supply at your Supply Address. If you have a sensitive load or any concerns regarding the supply of Energy to your Supply Address, please contact our Customer Service Team on 133 669.

17 What if I have a complaint?

We encourage you to resolve complaints directly with our Customer Service Team on 133 669. You can also report problems, complaints and feedback related to our products and services:

Online: www.pacificblue.com.au

Via email: support@pacificblue.com.au

By mail to: Pacific Blue Retail

Retail Operations
PO Box 320
Geelong North VIC 3215

Independent dispute resolution for our Energy customers is also available through the relevant energy ombudsmen in each state. Contact details for each state are listed at the end of this document.

Further information is also available through under Standard Complaints Handling and Dispute Resolution Procedures: www.pacificblue.com.au/complaints.

18 Is my privacy protected?

We respect your privacy and will handle your personal and confidential information in accordance with the Privacy Act and with our Privacy Policy which is available on our website, www.pacificblue.com.au/privacy.

Our privacy collection statement (available at www.pacificblue.com.au/privacy-collection) sets out how we collect, hold, use and disclose Personal Information about you and our credit reporting collection statement (available at www.pacificblue.com.au/credit-reporting-statement) sets out how we collect, hold, use and disclose CreditRelated Information about you.

We may collect, use, hold and disclose your Personal Information, Credit Related Information and other confidential information (including your meter data) where the Energy Laws require us to do so, to ensure that we can provide your Energy and related products and services.

We may also be required to collect sensitive information (as that term is defined in the Privacy Act) about you or third parties, if for example, your premises need to be registered as a sensitive load or life support site.

Pursuant to the Terms, we may obtain a consumer credit report from a credit reporting body containing information about you for the purpose of assessing your credit worthiness and we may disclose your Personal Information to a credit reporting body for the purpose of obtaining such a report.

We will not use information that you have provided to us in a manner inconsistent with the Privacy Act, consumer credit laws or any other applicable law.

19 What if I don't want to be contacted for marketing?

We aim to offer you an innovative wide range of products and services during the term of your Agreement and after your Agreement expires.

Pacific Blue Retail maintains a No Contact List in relation to the marketing, advertising and promotion of our retail energy offers. Customers on the list will not be

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contacted for marketing purposes.

If at any time you do not wish us to use your information to contact to you for this purpose, please call on 133 669 or write to us at Pacific Blue Retail , or email us at support@pacificblue.com to opt out of receiving these offers.

20 Important Contacts

Note: Contact information is for your information only. Pacific Blue Retail may not supply all jurisdictions and services listed below.

Customer Service

**Pacific Blue Retail Pty Ltd
(ABN 43 155 908 839)**

Phone: 133 669
(8:00am – 6:00pm Monday to Friday
AET, excluding public holidays)

Email: support@pacificblue.com.au

Online: www.pacificblue.com.au

Mail: Pacific Blue Retail
Retail Operations,
PO Box 320 Geelong North VIC 3215

Office: East 1A, 33 Mackey Street
North Geelong Victoria 3215

Interpreter Services

Telephone Interpreter Services: 1800 318 543

Ombudsman

Independent dispute resolution is available through the relevant energy ombudsmen in each state. Contact details for the ombudsman each state are:

New South Wales

Energy and Water Ombudsman NSW

Phone: 1800 246 545

Online: <https://www.ewon.com.au/>

Queensland

Energy and Water Ombudsman QLD

Phone: 1800 662 837

Online: <https://www.ewoq.com.au/>

South Australia

Energy and Water Ombudsman SA

Phone: 1800 665 565

Online: <https://ewosa.com.au>

Victoria

Energy and Water Ombudsman VIC

Phone: 1800 500 509 Online:

<http://www.ewov.com.au>

Distributor contact for faults and emergencies – Electricity

New South Wales

Ausgrid

Phone: 13 13 88

Online: <https://www.ausgrid.com.au/>

Endeavour Energy

Phone: 13 10 03

Online: <http://www.endeavourenergy.com.au/>

Essential Energy

Phone: 13 20 80

Online: <https://www.essentialenergy.com.au/>

Queensland

Energex

Phone: 13 16 62

Online: <https://www.energex.com.au/>

Ergon Energy

Phone: 13 22 96

Online: <https://www.ergon.com.au/>

South Australia

SA Power Networks

Phone: 13 13 66

Online: <https://www.sapowernetworks.com.au/>

Victoria

Citipower

Phone: 13 12 80

Online: <https://www.citipower.com.au/>

Jemena

Phone: 13 16 26

Online: <https://jemena.com.au/>

Powercor

Phone: 13 24 12

Online: <https://www.powercor.com.au/>

SP Ausnet

Phone: 13 17 99

Online: <https://www.ausnetservices.com.au/>

United Energy

Phone: 13 20 99

Online: <https://www.unitedenergy.com.au/>

Distributor contact for faults and emergencies – Gas

New South Wales

Jemena Gas

Network Phone: 13 19 09

Online: <https://www.jemena.com.au/gas>

Queensland

Australian Gas Networks

Phone: 1800 898 220

Online: <https://www.australiangasnetworks.com.au/>

South Australia

Australian Gas Networks (SA)

Phone: 1800 898 220

Online: <https://www.australiangasnetworks.com.au/>

Victoria

AusNet Services

Phone: 13 67 07

Online: <https://www.ausnetservices.com.au/>

Australian Gas Networks

Phone: 1800 898 220

Online: <https://www.australiangasnetworks.com.au/>

Multinet Gas

Phone: 13 26 91

Online: <https://www.multinetgas.com.au/>



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