

# Schedule to Electricity Supply Agreement: Standard Terms and Conditions (Small Use)

SMALL USE CUSTOMER  
INFORMATION PACK



Perth Energy

## THANK YOU FOR CHOOSING PERTH ENERGY.

The Small Use Customer Information Pack is intended to provide you and your business important information regarding your choice of energy supply. Please keep this in a safe place so you can refer to it whenever you need. If you require a copy of your contract or more details regarding Perth Energy's tariffs, fees and charges, or would like to make an enquiry or complaint please contact us in one of the following ways:

**Phone:** (08) 9420 0300  
**Fax:** (08) 9474 9900  
**Email:** [info@perthenergy.com.au](mailto:info@perthenergy.com.au)  
**Mail:** PO Box 7971, Cloisters Square, WA 6850

**For Interpreter Services** - Please call TIS National on 13 14 50 and ask to be connected to 08 9420 0300

**Customers who have a hearing or speech impairment can call us through the [National Relay Service](#)**

**TTY** users phone 133 677 then ask for 08 9420 0300  
**Speak and Listen** users phone 1300 555 727 then ask for 08 9420 0300  
**Internet relay** users connect to the NRS ([www.relayservice.com.au](http://www.relayservice.com.au)) then ask for 08 9420 0300

### Important Information for Small Use Customers

Your business is considered a 'Small Use Customer' if it uses less than 160 megawatt hours of electricity per year, and the *Code of Conduct for the Supply of Electricity to Small Use Customers* (Code) will apply. As a licensed electricity retailer, Perth Energy complies with this Code. The Code deals with customer service standards including billing, marketing, payments, hardship, disconnections, the provision of information and complaints. If you would like a copy of the Code, please visit the Perth Energy website [www.perthenergy.com.au](http://www.perthenergy.com.au), or the ERA website [www.erawa.com.au/electricity](http://www.erawa.com.au/electricity).

Small Use Customers can choose to be supplied electricity either under a Standard Form Contract as approved by the ERA, or under a Non-Standard Form Contract (attached here), which is an individual agreement negotiated with specific terms between Perth Energy and the Small Use Customer. We advise that you conduct your own assessment of the terms and, if necessary, seek independent advice. The Standard Form Contract is available upon request or from the Perth Energy website or ERA website.

Electricity supplied under Perth Energy's Standard Form Contract is charged the Standard Tariff currently in effect as published on our website ([www.perthenergy.com.au/standard-fees-charges-electricity](http://www.perthenergy.com.au/standard-fees-charges-electricity)). The Standard Tariff is a flat rate that applies to all electricity consumption irrespective of time of day or day of week. Additionally, applicable charges under the Standard Form Contract include a \$500 connection fee as well as the costs associated with upgrading the electricity meter. Under the Standard Form Contract, a cooling off period may apply from the date of signing the contract where the contract is an unsolicited consumer agreement. The Customer can also terminate the agreement at any time with 5 days' notice.

The Standard Form Contract applies to instances where (for example);

1. A Customer uses electricity from a connection point registered by the network operator (presently Western Power) to Perth Energy, without entering a Non-Standard Form Contract (see section on 'Information regarding Non-Standard Form Contract').
  - a. This may occur in situations where there is a tenant at a property with a current or expired contract for the supply of electricity by Perth Energy, without the tenant transferring the supply of electricity to another. In this case, a landlord may be left using electricity which, by legislation, is deemed to be provided under a Standard Form Contract. This typically occurs when a tenant vacates a property and there is not replacement tenant.
2. Similarly, if a new tenant or occupier moves into premises where Perth Energy is the last registered electricity retailer, and commences using electricity without having first entered a contract with Perth Energy, then the Standard Form Contract will be deemed, by legislation, to apply.

Even if a Customer uses electricity supplied from Perth Energy for a very short duration before entering a contract with a new retailer, the Standard Form Contract will apply for the short duration, and the Customer will be liable to pay Perth Energy for that electricity at the rates as per the Standard Continuing Tariff.

A Non-Standard Form Contract is an individual agreement negotiated between Perth Energy and the Customer. The entire agreement, including the pricing and terms and conditions specified in the Non-Standard Form Contract, is confidential and should not be disclosed to any third party unless required to do so by law, or to an energy consultant appointed for the sole purpose of analysing suitability of the service (and who themselves are bound by similar non-disclosure restrictions).

A 10 business day cooling-off period also applies (regardless of whether the agreement is solicited or unsolicited). The agreement may be terminated without penalty during this time. Perth Energy is prohibited from supplying electricity to a Customer under the contract during the cooling off period, unless the Customer requests supply. If the Customer requests supply, and the Customer terminates the contract, the Customer must pay for the electricity supplied. This cooling off period is separate from any cooling off period required under the *Australian Consumer Law*.

The fees and charges which are payable under this contract are set out in the application form attached to these terms and conditions. Perth Energy will issue invoices based on metering data provided by the network operator (Western Power) on a monthly basis. If the metering data is not available for any reason, the network operator will estimate the missing data in accordance with the regulations, and the bills will be based on those estimates.

In the event that the Customer experiences a financial difficulty that either will or reasonably could impede it in paying for its electricity as and when payment falls due, the Customer must inform Perth Energy as soon as it reasonably can. The Customer further agrees to cooperate with Perth Energy in agreeing to a Payment Plan, in accordance with the Code, to prevent the Customer from defaulting on its obligations to Perth Energy. Nothing in this paragraph permits the Customer to avoid paying for electricity it has used or to use electricity it reasonably knows it cannot pay for. Perth Energy's Customer Hardship Policy is available at [www.perthenergy.com.au/regulatory-information](http://www.perthenergy.com.au/regulatory-information).

Residential Customers may also be eligible to receive a concession for the supply of electricity. Conditions apply. See [www.wa.gov.au/service/community-services/grants-and-subsidies/apply-energy-concession](http://www.wa.gov.au/service/community-services/grants-and-subsidies/apply-energy-concession).



Perth Energy accepts a range of payment methods, including electronic funds transfer, BPay, direct debit or credit card. To learn more, please visit our website at [www.perthenergy.com.au/payment-methods](http://www.perthenergy.com.au/payment-methods).

If you are supplied electricity after the term of the contract, and you have not entered into a further agreement with Perth Energy, you will be supplied in accordance with clause 22 of this contract. The Standard Continuing Tariff will apply to any electricity supplied after the term.

Perth Energy has a Customer Complaints Policy that is compliant with Australian Standard AS/ANZ 10002:2014, and Small Use Customers have the right to have their complaint considered by the Electricity Industry Ombudsman. Further information concerning Perth Energy's Customer Complaints Policy is available at [www.perthenergy.com.au/help/complaints](http://www.perthenergy.com.au/help/complaints).

If you require a copy of your contract or more details regarding Perth Energy's tariffs, fees and charges, or would like to make any other enquiry please contact us on (08) 9420 0300.

### Electrical Safety

Please be reminded on the need to use electricity safely to avoid harm. Keep appliances away from known hazards, such as keeping electricity away from water. Damaged switches, power points, light fittings and appliances are dangerous and must be replaced or repaired by a licensed electrical contractor. Where possible, install circuit breakers and use surge protectors to keep protect appliances and electrical infrastructure.

For more information on Electricity Safety, please visit [www.commerce.wa.gov.au/building-and-energy](http://www.commerce.wa.gov.au/building-and-energy)

If you have experienced a power interruption or have an electricity emergency, please call Western Power's fault line on 13 13 51.

# SCHEDULE TO ELECTRICITY SUPPLY AGREEMENT: SMALL USE TERMS AND CONDITIONS (NON-STANDARD)

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## 1. Interpretation

### 1.1 Definitions

In this Agreement, unless inconsistent with the context:

**Access Law** means the Laws governing third party connection and access to the Network from time to time including, Part 8 of the *Electricity Industry Act 2004* (WA), the *Electricity Networks Access Code*, and any precursor or successor Laws and the Technical Rules.

**Adjustment Date** is defined in clause 6.

**Affected Obligation** is defined in clause 13.1(a).

**Affected Party** is defined in the definition of Force Majeure.

**Agreed Annual Electricity Consumption** means the value specified as such in the Commercial Terms in respect of the Peak Period and in respect of the Off Peak Period as the case may be for the Sites to be supplied with electricity under this Agreement.

**Agreement** means the agreement between Perth Energy and the Buyer comprising the Commercial Terms (and any Special Conditions) and these Small Use Terms and Conditions (Non-Standard).

**Ancillary Service Charge** for each Billing Period is the Buyer's proportion (based on the quantity of electricity supplied to the Buyer) of Perth Energy's Cost for Ancillary Services and for Essential System Services, each as defined in the Market Rules, that Perth Energy reasonably estimates using the relevant historical data from the Market Operator and applying the methodology set out in Chapter 9 of the Market Rules and is expressed in \$/kWh.

**Appropriately Qualified Medical Practitioner** means —

- (a) within the Perth Metropolitan Area, a specialist medical practitioner, a hospice doctor, or a practitioner working in a specialist department of a hospital; or
- (b) outside of the Perth Metropolitan Area, a doctor or general practitioner if he/she also works on an occasional basis from a local hospital or rural health service, or a hospice doctor.

**Associate** for the purposes of the definition of "Control", has the same meaning as 'associate' in Division 2 of Part 1.2 of the Corporations Act as if section 12(1) of that Act included a reference to this Agreement and the Buyer was the designated body.

**Balancing Price** is defined in the Market Rules.

**Billing Period** means, for each Site, the period within the Supply Period for which the Contract Charge for the Site is invoiced by Perth Energy to the Buyer, generally being one calendar month measured from on or around the 25<sup>th</sup> day of each month, but actually determined by the availability of Meter Data for the site from the Meter or Network Operator as the case may be.

**Bundled** in respect of a charge, means that the Commercial Terms indicate that the charge is included within the Electricity Price.

**Business Day** means a day when trading banks are open for business in Western Australia excluding a Saturday, Sunday or a Public Holiday.

**Buyback Charge** means the amount payable during a Billing Period by applying the Buyback Price to the Surplus Electricity.

**Buyback Price** means the price per kWh agreed between the Parties under clause 3.6(a), and pending agreement is zero.

**Buyer** means the Party named as such in the Commercial Terms.

**Buyer's Facilities** means any Facilities and Equipment at a Site which is not part of the Network, regardless of whether it is owned or operated by the Buyer or another person.

**Buyer's Users** means each of the Buyer's customers, tenants, Related Bodies Corporate, Workers, Visitors or contractors residing at or otherwise using electricity at a Site.

**Capacity Charge** is determined under clause 5.5.

**Change in Law** is defined in clause 9.1.

**Change in Law Notice** is defined in clause 9.2.

**Change in Regulatory Charge** is defined in clause 7(b).

**Change of Control** of an entity means where, at any time any person alone or together with any Associate or Associates, ceases to or commences to, directly or indirectly have Control of the entity.

**Claim** includes any allegation, debt, cause of action, claim, proceeding, suit or demand of any nature however arising and whether arising in the past, present or future, whether fixed or unascertained, or actual or contingent, and whether at Law or otherwise.

**CMD or "contract maximum demand"** in respect of a Site, means the maximum amount of electricity that the Buyer may transfer out of the network at the Connection Point being either:

- (a) the amount specified in Schedule 3 of the Network Access Contract from time to time in respect of the Connection Point at the Site; or
- (b) if no amount is specified in Schedule 3 of the Network Access Contract, the maximum amount of electricity permitted to be transferred through the Connection Point at the Site under the Technical Rules.

**CMT ("Contract Maximum Transfer")** means, in respect of a Site, the CMD and / or the DSOC for a Connection Point at a Site.

**Code of Conduct** means the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

**Commercial Terms** means the terms of the document executed by the Parties and headed "Perth Energy Electricity Supply Agreement: Application and Commercial Terms (Small Use)".

**Confidential Information** means the terms of this Agreement, any communications arising in relation to this Agreement and all confidential information, material and technology disclosed or provided in any form by a Party (the "**Disclosing Party**") to the other Party, which the Disclosing Party has identified as



being commercially sensitive or confidential or which a commercially experienced and astute party receiving that information ought reasonably to know that the information is the confidential information of another party.

**Connection Point** means, in respect of a Site, the point connecting the Network and the Site as described in the Commercial Terms and identified by a NMI (as distinct from any point of interconnection between the Site and any Onsite Generation).

**Contract Charge** for a Billing Period means the charges payable under clause 5 for the Billing Period as determined under the Commercial Terms.

**Contract End Date** means the date specified as such in the Commercial Terms.

**Contract Start Date** means the date specified as such in the Commercial Terms.

**Contract Year** means a 12-month period commencing on the Contract Start Date and thereafter, a 12-month period commencing on each anniversary of the Contract Start Date, except that if the Contract End Date falls on a day which is less than 12 months following the Contract Start Date, or an anniversary of the Contract Start Date (as the case requires), then that Contract Year will be the period from the Contract Start Date, or the anniversary of the Contract Start Date (as the case requires) until the Contract End Date.

**Control** means:

- (a) control or influence of, or having the capacity to control or influence the composition of the board, or decision making, directly or indirectly, in relation to the financial and operating policies;
- (b) being in a position to cast, or control the casting of, more than 20% of the maximum number of votes that may be cast at a general meeting; or
- (c) having a relevant interest (as defined in section 608 of the Corporations Act) in more than 20% of the securities (as defined in the Corporations Act),

of an entity (whether alone or together with any Associates).

**Controller** means, in relation to a Change of Control of the Buyer, the person or body corporate to whom Control will pass.

**Corporations Act** means the *Corporations Act 2001* (Cth).

**Cost** includes any expense, charge, tax, duty, impost, fee, rate, withholding, fine, penalty, levy or other cost.

**CPI** means the Consumer Price Index (All Groups for the City of Perth) published quarterly by the Australian Bureau of Statistics or if that index is no longer published or the way it is calculated materially changes, such substitute index as determined in accordance with clause 1.3.

**Customer Complaints Policy** means the policy that Perth Energy has developed describing the process followed by Perth Energy in responding to a complaint raised by the Buyer which and which is available upon request from Perth Energy or from the Perth Energy website at <https://www.perthenergy.com.au/help/complaints>

**Customer Contracts Regulations** means the *Electricity Industry (Customer Contracts) Regulations 2005*.

**Customer Hardship Policy** means the policy that Perth Energy has developed and outlines, among other things, the policy on how Perth Energy assists customers to meet payment obligations under the Agreement. A copy of this policy can be obtained on request or from Perth Energy's website.

**Daily Supply Charge** means the price per day per Meter specified as such in the Commercial Terms.

**Demand** means the rate of Electricity Consumption (in kW) at a Connection Point as measured by the Network Operator's Metering Equipment at the Site.

**Disclosing Party** is defined in the definition of "Confidential Information".

**Disconnection Warning** means a notice in writing that Perth Energy issues to the Buyer advising of a date that Perth Energy may disconnect the electricity supply if the Buyer has not paid the Tax Invoice or for health and safety reasons and explaining the complaint handling process that the Buyer can use.

**Direct Liability** means all Liability other than any Indirect Liability.

**Dispute Notice** is defined in clause 14.2(a).

**DSOC or "declared sent out capacity"** in respect of a Site, means the maximum amount of electricity that the Buyer may transfer into the network at the Connection Point being either:

- (a) the amount specified in Schedule 3 of the Network Access Contract from time to time in respect of the Connection Point at the Site; or
- (b) if no amount is specified in Schedule 3 of the Network Access Contract, the maximum amount of electricity permitted to be transferred through the Connection Point at the Site under the Technical Rules.

**Electricity Charge** is defined in clause 5.2.

**Electricity Consumption** means the quantity of electricity consumed (in kWh) at a Site, as measured by the Network Operator's Metering Equipment at the Site, multiplied by the Site's Loss Adjustment Factor, if applicable.

**Electricity Industry Ombudsman** means the Energy Ombudsman approved by the Economic Regulation Authority.

**Electricity Price** means the price specified as such in the Commercial Terms as applicable to Electricity Consumption at a Site during the Peak Period and the Off Peak Period and escalated under clause 6.

**Electricity Supply Equipment** means the Meter and any electrical facilities or other equipment used to transmit or measure electricity for transfer to the customer, before the point where electricity is transferred from the Meter.

**Emergency** means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person, or the maintenance of Network security in Western Australia or which destroys or damages, or threatens to destroy or damage, any property in Western Australia.

**Energy Data** means a measurement of electricity transferred at a Connection Point over a period of time, and includes Estimated Data or Substituted Data.

**Estimated Data** means Energy Data which has been estimated by the Network Operator in accordance with the *Electricity Industry Metering Code 2012* (WA).

**Excess Demand Price** means the price per kW specified as such in the Commercial Terms.

**Excess Electricity Charge** for a Contract Year is determined under clause 5.8(a).

**Excess Electricity Price** means the price per kWh specified as such in the Commercial Terms.

**Excess Transfer Charge** is defined in clause 5.7.

**Facilities and Equipment** means, in relation to a Connection Point, the apparatus, equipment, plant and buildings used for or in relation to generating, consuming or transporting electricity at the Connection Point.

**Financial Adjustment** means an adjustment to the prices and other charges stated in the Commercial Terms or otherwise in the amounts payable by the Buyer to Perth Energy under this Agreement, or a lump sum payment as compensation or some other form of adjustment.

**Financial Default** means the failure of the Buyer to:

- (a) pay the Contract Charge, or any other amount payable by the Buyer to Perth Energy under this Agreement, by the Payment Due Date; or
- (b) perform one or more of its obligations under clause 21 in relation to any security required by Perth Energy.

**Force Majeure** means, subject to clause 13, an event or circumstance which wholly or partially prevents, delays or hinders a Party ("**Affected Party**") in performing an obligation under this Agreement, the cause of which is beyond the Affected Party's reasonable control and which, by the exercise of due diligence, the Affected Party is not able to avoid or overcome, but a Party's lack of, or inability or unwillingness to use funds for any purpose is not Force Majeure.

**Good Electricity Industry Practice** means the exercise of that degree of skill, diligence, prudence and foresight that a person skilled and experienced in the electricity industry would reasonably and ordinarily exercise under comparable conditions and circumstances, complying with applicable Laws and applicable recognised codes, standards and guidelines.

**Included Cost** means any Cost that is not normally billed to the Buyer at cost on a pass-through basis.

**Indirect Liability** means any loss of (or loss of anticipated) use, production, revenue, income, profits, goodwill, contract, business and savings or business interruption, data and all consequential, special, indirect, exemplary or punitive Liabilities whether arising in contract, tort (including negligence) or equity or under statute and whether or not foreseeable.

**Late Payment Administration Charge** is defined in clause 8.5

**Law** means the laws in force in Western Australia from time to time including any Western Australian or Commonwealth statute, regulations, ordinance, code, clause, licences, rules, permits, registrations, by-law, local law, official directive, order, instrument, undertaking, obligation or applicable judicial, administrative or regulatory decree, judgment, determination or order and includes the common law and equity.

**LGC (“Large-scale Generation Certificate”)** means a certificate created under Part 2, Division 4, Subdivision A of the Renewable Energy Act.

**LGC Price** is the price per LGC used to determine the REC Charge where the REC Charge is not bundled into the Electricity Price as set out in clause 5.6(b).

**Liability** includes all liabilities (whether actual, contingent or prospective), losses, harm, damages, Claims and Costs of whatever nature or description irrespective of when the act or event giving rise to the liability occurred, and Costs associated with or arising from the collection of amounts due under this Agreement, including, for the avoidance of doubt, legal Costs on a full indemnity basis.

**Life Support Equipment** means the equipment designated under the Western Australian government’s Life Support Equipment Electricity Subsidy Scheme.

**Loss Adjustment Factor** for a Site, means the factor calculated using data published on the Market Operator’s website from time to time to define the annual average marginal network loss between any given node and the reference node (including transmission and distribution losses), where the loss factor at the reference node is 1.

**Market Charge** is defined in clause 5.4.

**Market Fee** means the Market Operator’s “Market Fees” as determined under section 2.24 of the Market Rules, and expressed in \$/kWh.

**Market Operator** means the operator of the Wholesale Electricity Market from time to time in accordance with the Market Rules.

**Market Rules** means the Wholesale Electricity Market Rules published under the *Electricity Industry (Wholesale Electricity Market) Regulations 2004* (WA), and the provisions of the *Electricity Industry Act 2004* (WA), and subsidiary legislation made under the *Electricity Industry Act 2004* (WA), relating to the Wholesale Electricity Market, as amended from time to time.

**Material Adverse Event** means any one or more acts, events or circumstances which increases Perth Energy’s direct or indirect Included Costs of performing its obligations under this Agreement by 10% or greater.

**Maximum Annual Electricity Consumption** means either or both of a Peak Maximum Annual Electricity Consumption and Off Peak Maximum Annual Electricity Consumption.

**Meter** means, for a Site, the electricity meter operated and maintained by the Network Operator to measure the electricity transferred at the Connection Point for the Site.

**Metering Data** means the Standing Data and Energy Data for a Connection Point held by the Network Operator in its metering database.

**Metering Equipment** means the Meter and associated equipment used to measure and record electricity transferred to or from the Network at a Connection Point.

**Minimum Annual Electricity Consumption** means either or both of a Peak Minimum Annual Electricity Consumption and Off Peak Minimum Annual Electricity Consumption.

**Network** means the parts of the South West Interconnected System that are operated by the Network Operator and to which access is given to Perth Energy under the Network Access Contract.

**Network Access Contract** means the contract or other arrangements in effect from time to time between the Network Operator and either or both of Perth Energy and the Buyer which grants Perth Energy access to the Network so that electricity may be transmitted into, across and out of the Network.

**Network Charge** is defined in clause 5.3.

**Network Operator** means the operator of the Network, which at the time this Agreement was entered into was Electricity Network Corporation (ABN 18 540 492 861) trading as “Western Power”.

**Network Outage** means any partial or total interruption, disturbance or fluctuation in the supply or quality of electricity to a Site as a result of any Network event, including any significant plant or equipment failure or load shedding.

**NMI** means National Market Identifier, which is the unique identifier assigned by the Network Operator to each Connection Point at a Site, the details of which are set out in the Commercial Terms.

**Non Financial Default** means a breach of this Agreement by either Party or the failure of a Party to perform any of its obligations under this Agreement or to comply with this Agreement, and which is not a Financial Default.

**Off Peak Combined Consumption** means the combined total of Electricity Consumption for [all] Sites during the Off Peak Period only.

**Off Peak Maximum Annual Electricity Consumption** means the value (if any) specified as such for the Maximum Annual Electricity Consumption for the Off Peak Period in the Commercial Terms.

**Off Peak Minimum Annual Electricity Consumption** means the value (if any) specified as such for the Maximum Annual Electricity Consumption for the Off Peak Period in the Commercial Terms.

**Off Peak Period** means any period of time outside the Peak Period.

**Onsite Generation** means, with respect to a Site, renewable or other electricity generation equipment (including any battery or other storage equipment capable of re-supplying electricity) connected or to be connected to Buyer’s Facilities at the Site.

**Onsite Generation Variation** means, the installation or alteration of Onsite Generation connected to the Buyer’s Facilities at the Site in accordance with clause 3.5 after the date this Agreement is executed by both parties other than as specified in Schedule 2 of the Commercial Terms.

**Other Charges** means any charge, other than the Capacity Charge, Market Fee, Balancing Price or Ancillary Service Charge that Perth Energy reasonably estimates is payable by Perth Energy under the Market Rules associated with the supply of electricity under this Agreement using the relevant historical data from the Market Operator and applying the methodology set out in Chapter 9 of the Market Rules and is expressed in \$/kWh in respect to a Billing Period.

**Other Regulatory Charges** means any Cost imposed by any government, or any governmental, semi-governmental or other regulatory or supervisory agency, organisation or body authorised by a Law including the Market Operator, which is specific to the electricity industry and is imposed on Perth Energy relating to the generation, purchase, transmission, delivery, supply or sale of electricity under this



Agreement, or the acquisition or Cost of goods, services, or materials used in relation to this Agreement, other than the Network Charge, Market Charge, Capacity Charge and REC Charge:

- (a) including any payments, charges, levies, credits or refunds payable under any Law; but
- (b) not including income tax, capital gains tax or fringe benefits tax.

**Payment Due Date**, for a Tax Invoice, means the date by which the Buyer must pay the Tax Invoice, as specified in the Tax Invoice.

**Payment Plan** means a payment option, such as payment by instalments, Perth Energy offers according to the Payment Difficulties and Financial Hardship Policy if a customer is having difficulties paying a Tax Invoice.

**Peak Combined Consumption** means the combined total of Electricity Consumption for all Sites during the Peak Period only.

**Peak Maximum Annual Electricity Consumption** means the value (if any) specified as such for the Maximum Annual Electricity Consumption for the Peak Period in the Commercial Terms.

**Peak Minimum Annual Electricity Consumption** means the value (if any) specified as such for the Minimum Annual Electricity Consumption for the Peak Period in the Commercial Terms.

**Peak Period** means the period specified as such in the Commercial Terms or where none is specified, from 08:00 to 22:00 Monday to Friday inclusive.

**PPSA** means:

- (a) the *Personal Property Securities Act 2009* (Cth) and any regulation made at any time under that Act, including the *Personal Property Securities Regulations 2010* (Cth); and
- (b) any amendment made at any time to any other legislation as a consequence of a law or regulation referred to in paragraph (a) of this definition.

**Premises** means the address to which electricity will be supplied to under the Agreement.

**Price** means each of the Electricity Price, the Daily Supply Charge, the Excess Demand Price, the Shortfall Electricity Price, the Excess Electricity Price, the LGC Price and the STC Price.

**Price Review Base Date** means the date specified as such in the Commercial Terms, and if no date is specified means the Contract Start Date.

**Price Review Period** means the period specified as such in the Commercial Terms, and if no period is specified means each anniversary of the Contract Start Date.

**Prior Agreement** is defined in clause 2.2(a).

**Proposed Site** is defined in clause 3.8(a).

**Public Holiday** means public holiday determined in accordance with the *Public and Bank Holidays Act 1972* (WA).

**REC Charge** means the charge payable by the Buyer in satisfaction of Perth Energy's obligations to purchase and surrender LGCs and STCs under the Renewable Energy Act which, if the REC Charge is not Bundled into the Electricity Price, is calculated by reference to the LGC Price and the STC Price.

**Related Body Corporate** has the same meaning as in the Corporations Act.

**Relevant Regulations** means the regulations that are relevant to the supply of electricity under this Agreement as a Small Use Customer and include the Customer Contracts Regulations.

**Regulatory Charges** means the:

- (a) Network Charge;
- (b) Market Charge;
- (c) Capacity Charge;
- (d) REC Charge; and
- (e) Other Regulatory Charges.

**Reminder Notice** means a notice in writing that Perth Energy issues advising that a customer has not paid a Tax Invoice and explaining how Perth Energy may assist if the customer is experiencing payment difficulties or financial hardship.

**Renewable Energy Act** means the *Renewable Energy (Electricity) Act 2000* (Cth).

**Roll-In Offer** is defined in clause 3.8(c).

**Roll-Out Site** is defined in clause 3.7(a).

**RPP** means, in any year, the Renewable Power Percentage for the year specified in the *Renewable Energy (Electricity) Regulations 2001* (Cth).

**Security** means the security, if any, to be provided by the Buyer under clause 21 in the form, type and amount acceptable to Perth Energy.

**Shortfall Electricity Charge** for a Contract Year is determined under clause 5.8(c).

**Shortfall Electricity Price** is the price per kWh specified as such in the Commercial Terms.

**Site** means each premises at which electricity is transferred under this Agreement at a single Connection Point, as described in the Commercial Terms.

**Small Use Customer** has the meaning of "customer" as defined in section 47 of the *Electricity Industry Act 2004* (WA).

**Small Use Terms and Conditions** means these terms and conditions.

**Special Conditions** means the "Special Conditions" (if any) set out in the Commercial Terms.

**Standing Data** means the reference details used by the Network Operator to identify, locate, characterise, access and measure the Energy Data at a Connection Point.

**STC ("Small-scale Technology Certificate")** means a certificate created under Part 2, Division 4, Subdivision BA of the Renewable Energy Act.

**STC Price** is the price STC used to determine the REC Charge where the REC Charge is not bundled into the Electricity Price as set out in clause and as set out in clause 5.6(b).

**STP** means the Small-scale Technology Percentage for the relevant year specified in the *Renewable Energy (Electricity) Regulations 2001* (Cth).

**Substituted Data** means Energy Data which has been substituted by the Network Operator in accordance with the *Electricity Industry Metering Code 2012* (WA).

**Supply Period** for a Site means the agreed period during which Perth Energy will supply electricity to the Site and the Buyer will buy electricity at the Site, as specified in the Commercial Terms, except as otherwise provided in this Agreement.

**Surplus Electricity** means electricity generated by Onsite Generation and exported to the Network.

**System Operator** means the person who:

- (a) operates and controls the system operation control centre for the Network; or
- (b) where there is no system operation control centre, is responsible for the control of the Network through monitoring, switching and dispatch; or
- (c) where the system operation control centre and another party are both responsible for the control of the Network through monitoring, switching and dispatch, performs the tasks described in either or both of paragraphs (a) and (b).

**Tax Invoice** means an invoice issued under clause 8.1.

**Technical Rules** means the technical standards and rules that apply to the Network under the Law.

**Wholesale Electricity Market** means the market established under section 122 of the *Electricity Industry Act 2004* (WA).

**Workers** in relation to a Party means that Party's directors, officers, servants, employees, agents and contractors.

**Variance** means Electricity Consumption is greater than 110% of the Agreed Annual Electricity Consumption or is less than 90% of the Agreed Annual Electricity Consumption whether in regards to either or both of the Peak Period and the Off Peak Period for a Contract Year.

**Visitors** in relation to a Party means that Party's customers, invitees, licensees and visitors.

## 1.2 Interpretation

In this Agreement unless inconsistent with the context:

- (a) the singular includes the plural and vice versa;
- (b) any gender includes the other genders;

- (c) a reference to any thing is to the whole or any part of it and a reference to a group of things or persons is to any one or more of them;
- (d) a reference to a person includes an individual, firm, partnership, government or public body, company, association or unincorporated body;
- (e) a reference to a person includes the person's executors, administrators, successors, permitted substitutes (including persons taking by novation), appointed agents and representatives and permitted assigns;
- (f) a reference to a clause is to a clause in the Small Use Terms and Conditions of this Agreement;
- (g) headings are for reference purposes only and do not affect the interpretation of this Agreement;
- (h) a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (i) a reference to any document (including this Agreement) includes any variation, extension, novation or replacement of it;
- (j) the words "include", "includes", "including", "for example" and "such as" are not words of limitation and are deemed to be followed by the phrase "without limitation";
- (k) if a word or phrase is defined, other grammatical forms of that word or phrase have a corresponding meaning;
- (l) general words are not to be given a restrictive interpretation by reason of their being preceded or followed by words indicating a particular class of acts, matters or things;
- (m) **"under"** includes by, by virtue of, pursuant to, and in accordance with;
- (n) **"maintain"** includes repair, renew and replace;
- (o) the phrase **"in relation to"** or **"in respect of"** has the widest possible import and encompasses the phrases "in connection with", "in respect of", "arising out of", "caused by" and "resulting from";
- (p) a reference to a right includes a benefit, remedy, discretion or power;
- (q) a reference to a monetary amount means that amount in Australian currency;
- (r) a reference to a month is a reference to a calendar month and a reference to a year is to a calendar year;
- (s) if a period of time is specified and dates from a given day or the day of an act or event, it is to be calculated inclusive of that date;
- (t) if a day stipulated for payment is not a Business Day, the payment must be made on the next Business Day;
- (u) a reference to "writing" or "written" includes any electronic transmission;
- (v) a reference to "terminate" and other grammatical forms of that word in the context of the end of the Supply Period without breach of this Agreement is a reference to "expire" and other

grammatical forms of that word;

- (w) whenever the approval, consent, certification, notification or agreement of any person is required, it must be in writing or be given or obtained by electronic communication in accordance with the *Electronic Transactions Act 2011* (WA) and obtained before implementing the action to which it relates; and
- (x) nothing in this Agreement is to be interpreted against a Party solely because that Party put forward, or seeks to rely on, this Agreement or any part of it.

### 1.3 New references

Where under this Agreement, any matter, determination or calculation is to be referred to or carried out having regard to any index, publication or quotation issued by any regulatory body or other third party (including any Loss Adjustment Factor) ("**Reference**"), and if that Reference ceases to be published or otherwise ceases to be available, or if there has been a material change in the basis on which the Reference is set, such as to affect the appropriateness of the Reference for the purposes of this Agreement (for example, to rely on it would not preserve the commercial effect of this Agreement), then:

- (a) the Parties will adopt a new Reference, or will amend as appropriate the basis on which they apply the existing Reference;
- (b) if one Party gives notice to the other that there is a need to adopt a new Reference, or to amend the basis on which an existing Reference is applied, then the Parties will negotiate in good faith with a view to reaching agreement on whether there is a need to adopt a new Reference, or amend the basis on which the existing Reference is applied; and
- (c) if within 20 Business Days the Parties are unable to agree on these matters, then these matters will be referred to an Expert for determination in accordance with clause 15,

so as to preserve the commercial effect of this Agreement by application of the new Reference.

### 1.4 Network Operator

The Buyer agrees to:

- (a) co-operate with the Network Operator in relation to connecting the Buyer's Premises to the Network; and
- (b) grant permission to Perth Energy to provide the Network Operator with the Buyer's details.

The Buyer acknowledges and agrees that where the Agreement says Perth Energy may do things that relate to the disconnection or reconnection of supply and the Electricity Supply Equipment, Perth Energy may ask the Network Operator to do those things instead of Perth Energy.



## 2. Term of Agreement & prior agreements

### 2.1 Term

This Agreement starts on the Contract Start Date, and ends on the Contract End Date, unless it ends earlier under the terms of the Agreement.

### 2.2 Termination of prior agreements

- (a) Subject to clause 2.2(a), each existing agreement between the Parties in respect of the Site that is in force (whether wholly or in part) on the day immediately prior to the Contract Start Date ("**Prior Agreement**"), whether or not specified as a Prior Agreement in the Commercial Terms, ends on the Contract Start Date.
- (b) Clause 2.2(a) does not affect any rights and obligations and liabilities which, under the Prior Agreement, survive the end of that Prior Agreement.

### 2.3 Termination by the Buyer

- (a) The Buyer may terminate this Agreement:
  - (i) within 10 days of entering into this Agreement by notice to Perth Energy; or
  - (ii) at any time, subject to notifying Perth Energy in writing of such termination not less than 20 days before the termination is to take effect.
- (b) If the Buyer terminates this Agreement because it enters into a new agreement with Perth Energy for the supply of electricity, this Agreement will end on the expiration of 10 days after the new agreement is entered into.
- (c) If the Buyer terminates this Agreement because it enters into a new agreement with another retailer for the supply of electricity, this Agreement will not end until the supply of electricity to the Buyer is transferred to the other retailer in accordance with the *Electricity Industry Customer Transfer Code 2004*.
- (d) If the Buyer terminates this Agreement before the end of the Supply Period, the Buyer may have to pay certain charges under clause 5.8(d) or clause 20.6.

## 3. Electricity Supply

### 3.1 Sale and Purchase

From 08:00 hours on the Contract Start Date the Buyer will buy and Perth Energy will supply to the Buyer, electricity at the Connection Point on the terms set out in this Agreement. Perth Energy will not commence supply during any cooling-off period unless the Buyer asks Perth Energy to be supplied with electricity during this period.

### 3.2 Title to Electricity

Title to and risk in electricity supplied under this Agreement passes from Perth Energy to the Buyer at the Connection Point.

### 3.3 Supply Period

- (a) Subject to clause 3.8 **Error! Reference source not found.**, the Supply Period for a Site commences on the later of:
- (i) the Contract Start Date; and
  - (ii) the last to occur of:
    - A. the date the Meter for the Site is energised;
    - B. the date the Meter for the site is replaced or reconfigured; and
    - C. the date the transfer request transferring the Site from another electricity retailer to Perth Energy becomes effective.
- (b) Perth Energy may, with no less than 10 Business Day's written notice to the Buyer, terminate this Agreement if:
- (i) no Meter for a Site is energised within 10 Business Days of the Contract Start Date;
  - (ii) where a Meter is required to be replaced or reconfigured in order to allow Perth Energy to supply any electricity to the Buyer at a Site and this has for any reason not occurred within 10 Business Days of the Contract Start Date; or
  - (iii) a transfer request transferring each Site from another electricity retailer to Perth Energy does not become effective within 10 Business Days of the Contract Start Date.
- (c) Perth Energy must not supply electricity to the Buyer at the Connection Point within the period of 10 days after the Contract Start Date unless the Buyer requests supply.
- (d) The Buyer must pay the Contract Charge if Perth Energy supplies electricity at the Buyer's request under clause 3.3(c) and the Buyer terminates this Agreement under clause 2.3(a)(i).

### 3.4 Electricity Consumption

- (a) The Buyer agrees that the Electricity Prices and the Contract Charges in this Agreement are based on the:
- (i) historical Electricity Consumption (including the timing of that Electricity Consumption); and
  - (ii) representations (including any representations made by or on behalf of the Buyer) concerning the future Electricity Consumption (including the timing of that Electricity Consumption),
- at the Sites.
- (b) If at any time Perth Energy reasonably forms the view that there is, has been or may in future be, any Variance in the Agreed Annual Electricity Consumption at a Site, including but not limited to as the result of an Onsite Generation Variation, the installation of any electricity consuming device, or any addition of or removal of a Site in accordance with clause 3.7 or clause 3.8, Perth Energy may

by notice to the Buyer increase the Electricity Price, Contract Charges and or increase or decrease the Buyback Price to preserve the commercial effect of this Agreement as if the Variance had not occurred.

- (c) The Buyer must notify Perth Energy in writing as soon as practicable if it anticipates or becomes aware of any, or any likely future change in its Electricity Consumption which might become a Variance in the Agreed Annual Electricity Consumption.
- (d) Any dispute regarding a decision by Perth Energy under clause 3.4(b) must be referred for resolution by negotiation in accordance with clause 14, and if the dispute cannot be resolved by negotiation, by expert determination in accordance with clause 15.

### **3.5 Onsite Generation and Onsite Generation Variations**

- (a) The Buyer may install Onsite Generation or implement energy efficiency measures after this Agreement is executed by both Parties and at any time during the Supply Period, but must first:
  - (i) obtain (and comply with) all necessary approvals from the Network Operator; and
  - (ii) notify Perth Energy in writing detailing the proposed Onsite Generation at least 40 Business Days prior to the date the Buyer proposes to commence installing or connect the Onsite Generation.
- (b) For the avoidance of doubt, notwithstanding clause 3.4, if an Onsite Generation Variation occurs, then the parties agree that Perth Energy has the right to revise the Electricity Price, Contract Charges and any Buyback Price agreed with the Buyer to take into account the Onsite Generation Variation in order to preserve the commercial effect of this Agreement as if the Onsite Generation Variation had not occurred.
- (c) The Buyer must ensure that all Onsite Generation and Surplus Electricity complies with this Agreement, all Laws including the Access Law, Market Rules and Technical Rules, each Network Access Contract and any direction or requirement of the Network Operator given or made under any Law or Network Access Contract.
- (d) The Buyer must pay all Costs in respect of any proposal to connect, and any installation, connection, operation or maintenance of, Onsite Generation and must reimburse to Perth Energy all Costs incurred or paid by Perth Energy relating to the Onsite Generation including, but not limited to Perth Energy's reasonable costs of administration, in respect of any of these things.
- (e) Perth Energy accepts no Liability and the Buyer holds harmless and releases Perth Energy from any Liability or responsibility in respect of the Onsite Generation's operation or performance or the export of (including the capacity of the Buyer to export any) Surplus Electricity to the Network.

### **3.6 Sale and purchase of Surplus Electricity**

- (a) The terms on which Perth Energy may agree to purchase any Surplus Electricity, including but not limited to
  - (i) the amount of any Buyback Price;
  - (ii) Costs under clause 3.5(d); and

- (iii) the increase, if any, to the Electricity Price due to of a change in consumption arising from the use of the Onsite Generation,

are to be agreed between the Parties acting in good faith, and incorporated as a variation to this Agreement.

- (b) In the event that the Parties are unable or unwilling to agree terms under clause 3.6(a) then;
  - (i) the Parties must submit the resolution of the terms under clause 3.6(a) for determination under clause 15; and
  - (ii) the Buyer must not transport electricity beyond the Connection Point until the terms are resolved under clause 15 and the Buyer otherwise has the right to transport electricity beyond the Connection Point.

### 3.7 Roll-Out of Sites

- (a) If multiple Sites are supplied under this Agreement and the Buyer intends to sell or otherwise dispose of a Site or Sites such that it will no longer have any legal or equitable interest in the Site (each a **Roll-Out Site**) during the remainder of the Supply Period:
  - (i) the Buyer must provide a minimum of 3 months written notice to Perth Energy before a Roll-Out Site may be transferred; and
  - (ii) the Parties agree to use reasonable endeavours to negotiate in good faith with the transferee of a Roll-Out Site for the purpose of Perth Energy entering into a separate electricity supply agreement with the transferee in respect of the Roll-Out Site.
- (b) If an electricity supply agreement is entered into between Perth Energy and the transferee of a Roll-Out Site, the terms of that agreement will be counted for the purposes of determining:
  - (i) whether there has been or will be a Variance under this Agreement;
  - (ii) any Shortfall Electricity Charge; and
  - (iii) whether there has been a Material Adverse Event (but, for the purposes of this clause 3.7, any Costs of Perth Energy associated with any agreement for a Roll-Out Site will be relevant for the determination of whether a Material Adverse Event is triggered because of the Site becoming a Roll-Out Site, rather than just Included Costs),

during the Supply Period by Perth Energy, acting reasonably, by reference to the terms of the agreement with the transferee applicable to a Roll-Out Site (and the Costs incurred by Perth Energy or reasonably expected to be incurred by Perth Energy in relation to the Roll-Out Site).

- (c) Subject to the determination made under clause 3.7(b), where Perth Energy enters an electricity supply agreement with the transferee of a Roll-Out Site this Agreement will be amended to reflect a proportionate reduction to any Peak Minimum Annual Electricity Consumption, any Off Peak Minimum Annual Electricity Consumption and the Agreed Annual Electricity Consumption, having regard to the term and the agreed amounts of electricity consumption (calculated on the same basis as if it was Electricity Consumption under this Agreement) that is attributable to a Roll-Out Site (the **Adjusted Amounts**). The Adjusted Amounts will apply on and from the date of the later

of three months from the written notice received by Perth Energy under clause 3.7(a)(i) and the transfer of the Roll-Out Site or as otherwise agreed between the Parties. The Adjusted Amounts will apply for the lesser of the term of the electricity supply agreement with the transferee of the Roll-Out Site and the term of this agreement.

### 3.8 Roll-In of Proposed Sites

- (a) The Buyer may at any time during the Supply Period propose an address or addresses (each a **Proposed Site**) for the supply of electricity so as to become a Site under this Agreement.
- (b) The Buyer must provide or obtain all necessary consents for Perth Energy to obtain any information in relation to the Proposed Site and must provide any details which are relevant to the future consumption of electricity at the Proposed Site.
- (c) Once Perth Energy has received all of the information it requires to enable it to propose amendments to this Agreement to take account of the proposed supply of electricity at the Proposed Site, Perth Energy will propose amendments to the Commercial Terms and any other terms and conditions on which Perth Energy is prepared to supply electricity to the Buyer to apply to the Sites including the Proposed Site (the **Roll-In Offer**). Perth Energy agrees that if the addition of a Proposed Site to be supplied under this Agreement does not constitute a Variance, its Roll-In Offer will not include any increase in the applicable Electricity Price (but only where no other charge is Bundled in the Electricity Price).
- (d) If the Roll-In Offer is accepted by the Buyer by signing and returning a copy of the Roll-In Offer to Perth Energy (and otherwise in accordance with the terms of the Roll-In Offer), the terms and conditions of the Roll-In Offer as they amend this Agreement, including any change to the Contract Charges (and any other amount payable under the Agreement) and any changes to the Commercial Terms, will apply on and from the last to occur of:
  - (i) the date the Meter for a Site the subject of an accepted Roll-In Offer is energised;
  - (ii) the date the Meter for a Site the subject of an accepted Roll-In Offer is replaced or reconfigured; and
  - (iii) the date the transfer request transferring a Site the subject of an accepted Roll-In Offer from another electricity retailer to Perth Energy becomes effective.
- (e) Perth Energy may, with no less than 10 Business Day's written notice to the Buyer, terminate the Roll-In Offer (and the parties agree that the Agreement will continue as if unamended by the accepted Roll-In Offer) if:
  - (i) no Meter for a Site the subject of a Roll-In Offer is energised within 10 Business Days of the date that the Buyer accepts the Roll-In Offer;
  - (ii) where a Meter is required to be replaced or reconfigured in order to allow Perth Energy to supply any electricity to the Buyer at a Site the subject of a Roll-In Offer and this has for any reason not occurred within 10 Business Days of the date that the Buyer accepts the Roll-In Offer; or
  - (iii) a transfer request transferring each Site the subject of a Roll-In Offer from another electricity retailer to Perth Energy does not become effective within 10 Business Days of



the date that the Buyer accepts the Roll-In Offer.

## **4. The Network and the Network Operator**

### **4.1 Responsibility for Delivery of Electricity**

- (a) The Network Operator, not Perth Energy, operates, maintains and controls the Network and the Connection Point.
- (b) The electricity supplied under this Agreement is transported to the Connection Point by the Network Operator, under the Network Access Contract. To the maximum extent permitted by Law, Perth Energy gives no warranty that the electricity supplied under this Agreement will be of any particular quality, supplied at a particular rate, or free of interruptions or surges.
- (c) The Buyer acknowledges and agrees that:
  - (i) the Network Operator may from time to time interrupt or limit the supply of electricity at the Connection Point for any operational, maintenance or safety reason;
  - (ii) Perth Energy, acting reasonably, may interrupt or limit the supply of electricity to the Buyer at the Connection Point for any operational, maintenance or safety reason; and
  - (iii) where this Agreement states that Perth Energy must or may do something, the Network Operator may do it either under the terms of the Network Access Contract or at Perth Energy's request.

### **4.2 Back Up Supply**

It is the Buyer's responsibility to consider whether the Buyer or any of the Buyer's Users require a continuous supply of electricity at a Site and, if so, to make appropriate arrangements for back-up supply, for example to deal with situations in which:

- (a) the Network Operator interrupts or limits the supply of electricity at the Connection Point; or
- (b) Force Majeure affects Perth Energy's ability to supply electricity.

### **4.3 Life Support Equipment**

- (a) The Buyer must immediately notify Perth Energy of any or any change to the following information:
  - (i) each Site at which there is or will be a person who is from time to time, dependent upon Life Support Equipment (a "**Life Support Equipment Site**");
  - (ii) the name, postal address and street address of the responsible person at the Life Support Equipment Site for Network Outage notification purposes;
  - (iii) the telephone number to enable the Network Operator to contact the responsible person at the Life Support Equipment Site; and
  - (iv) confirmation from an Appropriately Qualified Medical Practitioner that the person requires Life Support Equipment.

- (b) If the Buyer has notified Perth Energy under clause 4.3(a) in respect of a Site or the Buyer has indicated in the Commercial Terms that there is or will be a person who is from time to time, dependent upon Life Support Equipment at a Site, the Buyer must notify Perth Energy in writing within 5 Business Days after becoming aware that the Site is no longer a Life Support Equipment Site.

#### **4.4 Parties to comply with all Laws**

The Parties must comply with all applicable Laws, including Access Laws, Market Rules and Technical Rules, and all directives from the Network Operator, the System Operator and the Market Operator to either Party made under any Law or the Network Access Contract.

#### **4.5 Buyer not to cause breach of Network Access Contract**

The Buyer must not, and must ensure that the Buyer's Users do not, do anything which causes:

- (a) Perth Energy to breach, or incur any Liability under or in respect of, the Network Access Contract; or
- (b) the Network Operator to suffer a Liability for which Perth Energy has or will have any Liability to the Network Operator under any Law or the Network Access Contract.

#### **4.6 The Network Operator's Access to Sites**

The Buyer must allow or procure for the Network Operator reasonable access to each Site:

- (a) to read the Meter;
- (b) to construct, install, connect, operate, inspect, maintain, disconnect and remove the Metering Equipment and any of the Network Operator's other Facilities and Equipment; and
- (c) for any other reasonable purpose connected with this Agreement, the Network Access Contract or any applicable Law.

#### **4.7 Non-Interference with Network Equipment**

The Buyer must not and must ensure that the Buyer's Users do not tamper with, circumvent, bypass or otherwise interfere with the Metering Equipment or any of the Network Operator's other Facilities and Equipment, or allow any other person to do so.

#### **4.8 Maintenance of Buyer's Equipment**

- (a) The Buyer must maintain the Sites and the Buyer's Facilities in accordance with Good Electricity Industry Practice.
- (b) The Buyer is responsible for protecting the Buyer's Facilities and all of its other property from damage resulting from the quality and nature of the electricity supplied by Perth Energy.
- (c) The Buyer must notify Perth Energy in advance of any changes to the Buyer's Facilities.
- (d) The Buyer must ensure that to the extent any other person must do anything in order for the Buyer

to comply with clause 4.8(a) to clause 4.8(c) (inclusive), the Buyer will ensure that it procures that assistance to comply with this clause 4.8.

#### **4.9 Network Access Contract**

- (a) If Perth Energy enters into a new or amended Network Access Contract or other agreement with the Network Operator that changes either the Buyer's or Perth Energy's obligations for use of the Network then Perth Energy must use reasonable endeavours in accordance with Good Electricity Industry Practice to minimise any adverse impact of the new or amended agreement and may amend this clause 4 by written notice to the Buyer to reasonably reflect the new or amended Network Access Contract.
- (b) Any amendments notified under clause 4.9(a) will be binding on Perth Energy and the Buyer and Perth Energy will use reasonable endeavours to procure from the Network Operator a reasonable period for the Buyer to comply with the amendments.

#### **4.10 Reporting**

Either Party may report any supply faults to the Network Operator and request remedial action either in accordance with the Network Access Contract or otherwise.

#### **4.11 Indemnities in relation to the Network**

The Buyer indemnifies Perth Energy against any Liability that Perth Energy incurs to the Network Operator in respect of:

- (a) any:
  - (i) Liability suffered by the Network Operator; or
  - (ii) Liability that the Network Operator incurs to a third party in respect of any Liability suffered by that third party,

to the extent that such Liability results from or is in relation to the negligence or breach of this Agreement by the Buyer, the Buyer's Users or anyone acting under the control or direction of the Buyer; and

- (b) any Liability that the Network Operator may incur to the Buyer or the Buyer's Users in respect of any Liability suffered by the Buyer or the Buyer's Users, in relation to the Network Operator's provision of or failure to provide Network services.

{Note: At the time of entering into this Agreement, Perth Energy would not be liable to the Network Operator under clause 4.11(b) to the extent that such Liability is caused by, consequent upon, or arises out of the Network Operator's negligence or breach of the Network Access Contract.}

### **5. Contract Charge**

#### **5.1 Buyer must pay the Contract Charge**

- (a) Each Billing Period, the Buyer must pay to Perth Energy:

- (i) the Contract Charge for each Site, being the aggregate of each of the following charges:
  - (ii) the Electricity Charge;
  - (iii) the Network Charge (unless, subject to clause 5.3, Bundled into the Electricity Price);
  - (iv) the Market Charge (unless Bundled into the Electricity Price);
  - (v) the Capacity Charge (unless Bundled into the Electricity Price);
  - (vi) the REC Charge (unless Bundled into the Electricity Price);
  - (vii) any Other Regulatory Charges (unless Bundled into the Electricity Price);
  - (viii) the Excess Transfer Charge;
  - (ix) any Excess Electricity Charge for a Contract Year (if applicable); and
  - (x) any Shortfall Electricity Charge for a Contract Year (if applicable); and
  - (xi) any other amounts owing to Perth Energy under this Agreement.
- (b) The Buyer acknowledges and agrees that each Contract Charge and any other amount payable under this Agreement will be that charge as may be adjusted, escalated, added to and otherwise changed or amended as expressly set out in this Agreement.

## 5.2 Calculation of Electricity Charge

The Electricity Charge for a Site for a Billing Period is equal to:

$$EC = (EP \times E) + (DC \times D \times M)$$

where:

EC	=	the Electricity Charge payable under this clause 5.2.
EP	=	the Electricity Price, taking into account Peak Periods and Off Peak Periods.
E	=	the Electricity Consumption for the Site during the relevant Billing Period, taking into account the Electricity Consumption during the Peak Periods and Off Peak Periods.
DC	=	the Daily Supply Charge.
D	=	the number of days in the relevant Billing Period.
M	=	the number of Meters for the Site.

On request, Perth Energy will supply reasonable information about its Electricity Prices, including any alternative Electricity Prices that may be available to the Buyer, within 8 Business Days of receiving the Buyer's request.

### 5.3 Calculation of Network Charge (subject to this clause, if not Bundled)

Unless it is Bundled into the Electricity Price, the Network Charge for a Site for a Billing Period is the sum of all charges, (and whether Bundled or not Bundled) including charges incurred by Perth Energy under the Network Access Contract or the Market Rules due to a breach by the Buyer or the Buyer's Users of the Buyer's obligations under this Agreement, and other amounts payable or otherwise incurred by Perth Energy from time to time under the Network Access Contract in respect of the Site.

### 5.4 Calculation of Market Charge (if not Bundled)

- (a) Unless it is Bundled into the Electricity Price, the Market Charge for a Site for a Billing Period is equal to:

$$MC = (E \times MF) + ASC + OC$$

where:

MC	=	the Market Charge payable under this clause 5.4.
E	=	the Electricity Consumption for the Site during the relevant Billing Period.
MF	=	the applicable Market Fee.
ASC	=	Ancillary Service Charge payable to the Market Operator by Perth Energy attributable to the Site during or in respect of the relevant Billing Period
OC	=	the amount of any Other Charges, payable to the Market Operator by Perth Energy attributable to the Site during or in respect of the relevant Billing Period.

### 5.5 Calculation of Capacity Charge (if not Bundled)

Unless it is Bundled into the Electricity Price, the Capacity Charge for a Site for a Billing Period is the amount reasonably estimated by Perth Energy to be the Buyer's proportionate share (determined by reference to the Buyer's proportionate contribution to Perth Energy's "Individual Reserve Capacity Requirement" of the "Targeted Reserve Capacity Cost" and "Shared Reserve Capacity Cost" (each as defined in and determined under the Market Rules)) that Perth Energy reasonably estimates (using any relevant information published by the Market Operator) that the Market Operator will allocate to it under the Market Rules.



## 5.6 Calculation of REC Charge (if not Bundled)

- (a) Where the REC Charge is not Bundled into the Electricity Price, the REC Charge for a Site for a Billing Period is equal to:

$$\text{REC Charge} = [(\text{LGC Price } (\$) \times \text{RPP} \times \text{E}/1000) + (\text{STC Price } (\$) \times \text{STP} \times \text{E}/1000)]$$

where:

E = the Electricity Consumption for the Site during the relevant Billing Period.

- (b) Where the REC Charge is not bundled into the Electricity Price, the Commercial Terms specify an indicative LGC Price and STC Price that is used to calculate the REC Charge. However, the indicative LGC Price and STC Price in the Commercial Terms is subject to change with the market and the intention of the parties is that the price payable for the LGC Price and the STC Price is the market price at the time. The LGC Price and STC Price used by Perth Energy to calculate the REC Charge payable each billing cycle will reflect Perth Energy's reasonable assessment of the market price of LGCs and STCs based on current transactions in the market and third-party sources such as the Quarterly Carbon Market Report, as determined by Perth Energy acting reasonably from time to time.
- (c) The Buyer may, following no less than 20 Business Days written notice to Perth Energy, subject to Perth Energy's prior written consent, which consent can be given or withheld, meet its obligation to pay the REC Charge for a Site by transferring to Perth Energy, with all legal and beneficial title free and clear of any encumbrance:
- (i) a number of LGCs equal to:
  - (ii) the applicable RPP; *multiplied by*
  - (iii) the Electricity Consumption for the Site in the Billing Period (divided by 1000); and
  - (iv) a number of STCs equal to:
  - (v) the applicable STP; *multiplied by*
  - (vi) the Electricity Consumption for the Site in the Billing Period (divided by 1000).
- (d) Perth Energy will not unreasonably withhold or delay its consent where such consent will not cause Perth Energy to incur at any time any Cost associated with Perth Energy acquitting its obligations associated with the Renewable Energy Act.
- (e) For the avoidance of doubt, the LGC Price and STC Price only apply to the satisfaction of Perth Energy's obligations to purchase and surrender LGCs and STCs under the Renewable Energy Act in respect of the Sites and unless otherwise agreed by the parties, the LGC Price and STC Price will not apply to any voluntary surrender of LGCs or STCs by or on behalf of the Buyer.

## 5.7 Calculation of Excess Transfer Charge

- (a) The Buyer must use best endeavours in accordance with Good Electricity Industry Practice to ensure that the rate of electricity transfer into and out of the Network at a Site does not exceed

CMT.

- (b) If the CMT at a Site is exceeded at any time during a Billing Period, then the Buyer must pay the charge payable by Perth Energy to the Network Operator in respect of the Buyer exceeding the CMT for the relevant Billing Period, which charge Perth Energy will pass through to the Buyer on a full pass-through at cost basis ("**Excess Transfer Charge**").

## 5.8 Calculation of Excess Electricity Charge and Shortfall Electricity Charge (if applicable)

- (a) At the end of the final Billing Period for each Contract Year, Perth Energy will calculate:

- (i) the Peak Combined Consumption; and
- (ii) the Off Peak Combined Consumption,

for the Contract Year.

- (b) If the Commercial Terms specify a Maximum Annual Electricity Consumption, then the Excess Electricity Charge for a Contract Year is calculated as follows:

$$EECharge = EE Price \times (EE Consumption_{off-peak} + EE Consumption_{Peak})$$

where:

EE Charge = the Excess Electricity Charge payable for the Contract Year.

EE Price = the Excess Electricity Price.

EE Consumption<sub>Off-Peak</sub> = the amount (if any) by which the Off Peak Combined Consumption for the Contract Year exceeds the Off Peak Maximum Annual Electricity Consumption (if any) specified in the Commercial Terms for the Contract Year; and

EE Consumption<sub>Peak</sub> = the amount (if any) by which the Peak Combined Consumption for the Contract Year exceeds the Peak Maximum Annual Electricity Consumption (if any) specified in the Commercial Terms for the Contract Year.

- (c) If the Commercial Terms specify a Minimum Annual Electricity Consumption, then the Shortfall Electricity Charge for a Contract Year is calculated as follows:

$$SE Charge = SE Price \times (SE Quantity_{off-peak} + SE Quantity_{Peak})$$

where:

SE Charge = the Shortfall Electricity Charge payable for the Contract Year.

SE Price = the Shortfall Electricity Price.

SE Quantity<sub>Off-Peak</sub> = the amount (if any, and expressed as a positive number) by which the Off Peak Combined Consumption for the Contract Year is less than the Off Peak Minimum Annual Electricity Consumption (if any) specified in the Commercial Terms for the Contract Year; and

SE Quantity<sub>Peak</sub> = the amount (if any, and expressed as a positive number) by which the Peak Combined Consumption for the Contract Year is less than the Peak Minimum Annual Electricity Consumption (if any) specified in the Commercial Terms for the Contract Year.

- (d) If this Agreement terminates before the end of the Supply Period other than under clause 20 for Perth Energy's Non Financial Default, Perth Energy will invoice to the Buyer, and the Buyer must pay to Perth Energy the Shortfall Electricity Charge for each Contract Year remaining in the Supply Period (or part thereof).

## 5.9 Material Adverse Event

- (a) If at any time, there is a Material Adverse Event, then Perth Energy may give the Buyer a notice:
- (i) advising the Buyer that there has been a Material Adverse Event including, if requested by the Buyer, reasonable information in relation to:
  - (ii) the Material Adverse Event; and
  - (iii) the effect of the Material Adverse Event on Perth Energy;
  - (iv) proposing an adjustment or adjustments to any one or more of the Contract Charges (including any Included Costs and Prices as inputs to those charges), which adjustment or adjustments must be no more than is necessary to, by the Contract End Date, put Perth Energy in a position as if its costs of performing its obligations under this Agreement had not been subject to a Material Adverse Event ("**Material Adverse Event Adjustment**"); and
  - (v) specifying a date (which must be at least one month after the date of the notice give under this clause 5.9(a)) on which the Material Adverse Event Adjustment is to take effect

**("Material Adverse Event Adjustment Date").**

- (b) The Buyer must within 10 Business Days after the date of the notice given under clause 5.9(a) notify Perth Energy whether the Buyer:
  - (i) accepts the Material Adverse Event Adjustment; or
  - (ii) does not accept the Material Adverse Event Adjustment.
- (c) If the Buyer gives Perth Energy a notice under clause 5.9(b)(i), then the terms of this Agreement will be adjusted in accordance with Material Adverse Event Adjustment and those adjustments will take effect on and from the Material Adverse Event Adjustment Date.
- (d) If the Buyer gives Perth Energy a notice under clause 5.9(b)(ii), or the Buyer does not respond within the time set out under clause 5.9(b), then the Buyer is deemed to have elected to terminate this Agreement and this Agreement will terminate with effect on and from the Material Adverse Event Adjustment Date, and:
  - (i) Perth Energy will have no Liability to the Buyer in connection with the election to terminate (including, to avoid doubt, in connection with the Buyer's Cost of obtaining any supply of electricity after termination); and
  - (ii) clause 5.8 and clause 2.3 will not apply in relation to termination under this clause.
- (e) Any Costs used in the calculation of a Material Adverse Event Adjustment must not be recovered under any clause of this Agreement other than this clause 5.9.

## 6. Price Escalation

Where the Commercial Terms specify that price escalation is to be determined in accordance with this clause 6, Perth Energy may increase the Electricity Price and the Shortfall Electricity Price (under this clause 6, each an "**Escalatable Price**") at the end of each Price Review Period of the Supply Period ("**Adjustment Date**") in accordance with the following formula:

$$A = B \times \frac{CPI_n}{CPI_b}$$

where:

- A = the relevant Escalatable Price payable from and including the relevant Adjustment Date.
- B = the relevant Escalatable Price specified in the Commercial Terms
- CPI<sub>n</sub> = the CPI for the quarter ending immediately before the Adjustment Date.

$CPI_b$  = the CPI applying on the Price Review Base Date.

## 7. Change in Regulatory Charges

- (a) The Parties agree that if the Commercial Terms specify that a Regulatory Charge is Bundled into the Electricity Price:
  - (i) the Electricity Price is calculated to reflect the value of the relevant Regulatory Charge at the time Perth Energy provided to the Buyer the pricing proposal upon which the prices and other charges in this Agreement are based; and
  - (ii) subject to clause 7(b), no additional amount is payable in respect of the relevant Regulatory Charge.
- (b) If a Regulatory Charge is Bundled into the Electricity Price and at any time there is:
  - (i) any increase or decrease in the Regulatory Charge; or
  - (ii) any increase or decrease in a component by reference to which that Regulatory Charge is calculated,

when compared with the Regulatory Charge at the time Perth Energy provided to the Buyer the pricing proposal upon which the prices and other charges in this Agreement are based ("**Change in Regulatory Charge**"), then Perth Energy may adjust the Electricity Price to pass through to the Buyer Perth Energy's reasonable estimate of the net Cost increase or decrease (as relevant) to Perth Energy in respect of the Change in Regulatory Charge in respect of the Buyer's supply of electricity under this Agreement, on and from the date that the Change in Regulatory Charge takes effect.

- (c) Perth Energy will provide the Buyer with reasonable information as to any Change in Regulatory Charge if requested by the Buyer.

## 8. Invoices and Payment

### 8.1 Tax Invoice

- (a) Perth Energy will, within 10 Business Days after the end of a Billing Period, issue to the Buyer a Tax Invoice for all Sites for the Billing Period.
- (b) The Buyer may request Perth Energy to issue a separate Tax Invoice at any one or more Sites and, subject to the Parties agreeing any necessary amendments to this Agreement (including any Costs associated with Perth Energy issuing such separate Tax Invoices), Perth Energy will issue Tax Invoices in relation to those Sites in accordance with that agreement.
- (c) Notwithstanding any agreement to issue Tax Invoices under clause 8.1(b), the Buyer remains responsible to pay each Tax Invoice in accordance with its terms.

## **8.2 Basis for the Tax Invoice**

Perth Energy will use meter readings that are provided to Perth Energy by the Network Operator to prepare the Tax Invoice consistent with clauses 4.6 and 4.7 of the Code of Conduct (where applicable). Perth Energy will use best endeavours to ensure that the Network Operator obtains meter data for the premises as frequently as required to prepare the Tax Invoice.

If Perth Energy cannot base a Tax Invoice on a reading of the meter it will provide the Buyer with an estimated Tax Invoice in accordance with the Code of Conduct. Where this occurs the Tax Invoice will state that it was estimated.

If the Buyer contacts Perth Energy, Perth Energy will tell the Buyer the basis of the estimation and the reason for the estimation. If Perth Energy subsequently obtains an actual meter reading the next Tax Invoice will be adjusted to take account of that meter reading.

If the Tax Invoice is based on an estimate because the Buyer failed to provide access to the meter and the Buyer requests Perth Energy to replace the estimated Tax Invoice with a Tax Invoice based on an actual reading of the meter, Perth Energy will use best endeavours to do so if the Buyer:

- (a) pays Perth Energy's reasonable charge for reading the meter; and
- (b) provides access to the meter.

## **8.3 Content**

Each Tax Invoice will show the following, together with any reasonable supporting details:

- (a) Electricity Consumption for the Billing Period;
- (b) the Contract Charges, together with any other amount payable by the Buyer to Perth Energy under this Agreement for the Billing Period;
- (c) any Buyback Charge payable for the Billing Period;
- (d) any reimbursement payable to Perth Energy under clause 3.5(d) that has not already been reimbursed by the Buyer;
- (e) any outstanding amounts as at the end of the Billing Period, including any Late Payment Administration Charge and interest due;
- (f) any adjustments required under clause 8.8 or clause 8.9;
- (g) any GST payable; and
- (h) the Payment Due Date.



## 8.4 Payment

The Buyer must pay the total amount shown on each Tax by electronic funds transfer to an account nominated by Perth Energy such that payment is received by Perth Energy in cleared funds on or before the Payment Due Date.

## 8.5 Late Payment

If the Buyer does not comply with clause 8.4, Perth Energy may, subject to any Law and the Code of Conduct, charge the Buyer a fee of \$50 for the extra service provided by Perth Energy of administering the late payment ("**Late Payment Administration Charge**").

## 8.6 Financial Hardship

If the Buyer is a residential customer and advises Perth Energy that it is unable to pay a Tax Invoice by the Payment Due Date, Perth Energy will offer the following options to the Buyer:

- (a) instalment plan options, such as a Payment Plan; or
- (b) redirection of a bill to a third person; or
- (c) information about, and referral to, government assistance programs;
- (d) information about different meters or electricity plans (if applicable); or
- (e) information about independent financial counselling services.

Perth Energy will assess the Buyer's request within 5 Business Days of the request and will offer the Buyer assistance in accordance with Customer Hardship Policy.

For more information about government assistance programs and independent financial counselling services, visit Perth Energy's website.

## 8.7 Interest

A Late Payment Administration Charge and the outstanding amount of a Tax Invoice constitute a debt owed by the Buyer to Perth Energy and attract interest at 8% per annum calculated daily from the Payment Due Date until paid in full.

## 8.8 Adjustments for Error

- (a) Each Party must inform the other if it finds an error in a Tax Invoice.
- (b) If Perth Energy, acting reasonably, determines that there has been an error in the Tax Invoice, Perth Energy will correct the error by adjusting the next Tax Invoice accordingly and in accordance with its obligations under the Laws and Code of Conduct.

## 8.9 Other Adjustments

- (a) The Parties acknowledge that Tax Invoices issued and paid may not always be equal to the actual amount due from the Buyer under this Agreement, for example, the Network Operator or the Market Operator may impose on Perth Energy adjustments to the applicable Network Charges for a Billing Period after a Tax Invoice has been issued to the Buyer owing to revised Metering Data.
- (b) The Parties must cooperate in good faith to ensure that any imbalances between actual amounts

due and amounts paid are settled at the earliest opportunity.

#### **8.10 Final Invoice**

If:

- (a) the Network Operator provides Energy Data for a Connection Point within twelve months after the end date of the Supply Period; and
- (b) the Metering Data differs from any Estimated Data used in preparing a Tax Invoice,

Perth Energy will issue a further Tax Invoice to the Buyer, either requiring additional payment or an adjustment note refunding an overpayment, as applicable.

#### **8.11 Disputed Invoices**

If the Buyer has a dispute about a Tax Invoice, Perth Energy will review the Tax Invoice.

The Buyer must pay the lesser of:

- (a) the undisputed portion of the Tax Invoice; or
- (b) an amount equal to the average amount of the Tax Invoices over the previous 12 months (excluding the Tax Invoice which is being disputed).

To avoid doubt, if any other Tax Invoices are due, the Buyer must pay those Tax Invoices in full by the Payment Due Date.

If in accordance with clause 4.16 of the Code of Conduct the Buyer requests a review of a Tax Invoice, Perth Energy will review the Tax Invoice and use best endeavours to inform the Buyer of the outcome of the review no later than 20 Business Days from the date of the request.

If after a review of the Tax Invoice:

- (a) Perth Energy is satisfied the Tax Invoice is correct:
  - (i) the Buyer must pay the unpaid amount; and
  - (ii) the Buyer can ask Perth Energy to arrange a meter test; and
  - (iii) Perth Energy will advise the Buyer of the Customer Complaints Policy and any external complaints handling processes; or
- (b) Perth Energy is satisfied the Tax Invoice is not correct, Perth Energy will adjust the bill for any undercharging or overcharging in accordance with the Code of Conduct.

## **8.12 Application to Contract Charge**

Clause 8.8, clause 8.9 and clause 8.10 apply to all charges forming part of the Contract Charge, including the Regulatory Charges any other amount payable by the Buyer to Perth Energy under this Agreement.

## **8.13 Billing Data**

Perth Energy will provide the Buyer with a copy of billing data held by Perth Energy for the premises within 10 Business Days of Perth Energy's receipt of the request.

The Buyer must pay a reasonable fee before Perth Energy provides the data unless Perth Energy is required by law or the Code of Conduct to provide the data for free. For example, Perth Energy must provide historical billing data free of charge:

- (a) for the period 2 years before a request; and
- (b) if the request is in relation to a complaint made by the Buyer to the Electricity Industry Ombudsman.

If the Buyer requests Perth Energy will, within 8 Business Days of the request, give the Buyer information on any alternative tariffs that may be available to the Buyer.

## **9. Change in Law**

### **9.1 Change Events**

- (a) For the purpose of this clause 9, Law:
  - (i) includes any and all Law which, directly or indirectly, in whole or in part:
  - (ii) proposes to in any way and to any extent, address climate change;
  - (iii) promotes or supports renewable, low-emission, zero-emission or new or alternative forms of energy;
  - (iv) imposes any obligation in relation to energy efficiency;
  - (v) is intended to have the effect of reducing greenhouse gas emissions from any source whether by an absolute amount or proportion or as an intensity value;
  - (vi) provides for carbon pricing, trading or taxation,
  - (vii) relates to the supply of electricity by any properly authorised body;
  - (viii) relates to the pricing of electricity supply by any properly authorised body; or;
  - (ix) relates to the governance, structure or operation of the Wholesale Electricity Market; but

(x) excludes a law relating to income tax or capital gains tax.

(b) If at any time after the execution of this Agreement there occurs:

- (i) a change in any existing Law; or
- (ii) the enactment of any new Law;

which directly or indirectly results in an increase in Perth Energy's Cost of supplying electricity under this Agreement or in the Buyback Charge, as calculated at the time Perth Energy provided to the Buyer the pricing proposal upon which the prices and other charges in this Agreement are based, other than through a change in any Regulatory Charge ("**Change in Law**"), Perth Energy will be entitled to receive a Financial Adjustment from the Buyer based on the net financial effect on Perth Energy of the Change in Law, in all cases being sufficient to put Perth Energy into the position it would have been in had it not been for the Change in Law.

## **9.2 Perth Energy's Notice**

(a) If there is a Change in Law, Perth Energy will give the Buyer a written notice ("**Change in Law Notice**") setting out:

- (i) the date of the Change in Law;
- (ii) an estimate of the net financial effect on Perth Energy of the Change in Law in comparison to the position Perth Energy would have been in had it not been for the Change in Law; and
- (iii) any proposed Financial Adjustment, including when the Financial Adjustment will take effect and the form of the Financial Adjustment.

(b) The Parties acknowledge and agree that the Financial Adjustment takes effect from the date specified in the Change of Law Notice.

(c) The Buyer must:

- (i) pay to Perth Energy the Financial Adjustment in accordance with its terms; or
- (ii) may elect to terminate the Agreement under clause 2.3

## **9.3 Parties to Cooperate**

(a) The Parties will cooperate to minimise any adverse financial impacts of a Change in Law.

(b) If Perth Energy becomes aware that any matter or estimate contained in a Change in Law Notice may be incorrect, Perth Energy will promptly amend that matter or estimate and give a copy of the amended Change in Law Notice to the Buyer.

## **9.4 Disputes of Change in Law**

Any dispute regarding a Change in Law:

- (a) must be referred for resolution by negotiation in accordance with clause 14, and if the dispute cannot be resolved by negotiation, by expert determination in accordance with clause 15; and
- (b) will not suspend or otherwise modify or affect the Buyer's obligation to make payment in accordance with any Financial Adjustment made under clause 9.2.

## **10. GST**

### **10.1 Definitions**

Unless the context indicates otherwise, any reference in this clause 10 to a term defined in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) is a reference to that term as defined or used in the Act.

### **10.2 Consideration is GST Exclusive**

All amounts payable and other consideration under this Agreement are exclusive of GST unless expressly stated to be inclusive of GST.

### **10.3 GST payable on Taxable Supply**

- (a) If a supply made under this Agreement is a taxable supply, the recipient of that taxable supply ("**Recipient**") must, in addition to any other consideration, pay to the Party making the taxable supply ("**Supplier**") the amount of GST in respect of the taxable supply, subject to the Supplier issuing a tax invoice.
- (b) In respect of any taxable supply made under this Agreement, the Recipient must pay to the Supplier the amount equal to the GST liability on that taxable supply at the same time as the Recipient is required to pay the consideration for that taxable supply to the Supplier under this Agreement.
- (c) If there is an adjustment to a taxable supply made under this Agreement then the Supplier must provide an adjustment note to the Recipient.
- (d) A Party's entitlement under this Agreement to recovery or compensation from the other Party for any Liabilities is reduced by the amount of any input tax credits to which that Party is entitled in respect of those Liabilities.

## **11. Meter and Metering Data**

### **11.1 Metering Equipment**

The amounts of electricity:

- (a) supplied by Perth Energy to each Site; and
  - (b) exported to the Network as Surplus Electricity from any Onsite Generation at the Site,
- are measured by the Metering Equipment situated at the Site.

## **11.2 Metering Data**

- (a) The Buyer consents to Perth Energy requesting the Network Operator release to Perth Energy and Perth Energy accessing up to date Metering Data for each Site for the duration of this Agreement.
- (b) The Buyer acknowledges that Perth Energy calculates the Contract Charge (including the Regulatory Charges) and the Buyback Charge using the Metering Data.
- (c) Where the release of or access to the Metering Data for a Site requires consent of any Buyer's Users, then the Buyer must obtain such consent and provide it to Perth Energy in sufficient time as to allow both Parties to comply with their obligations under this Agreement.

## **11.3 Estimated or Substituted Data**

- (a) The Buyer acknowledges that the Contract Charge (including the Regulatory Charges) and the Buyback Charge may be calculated using Energy Data based on estimated Data or Substituted Data provided to Perth Energy by the Network Operator.
- (b) If, after Perth Energy issues a Tax Invoice, the Network Operator replaces the Energy Data used to calculate the charges in the Tax Invoice with better quality Energy Data, the charges must be adjusted under clause 8.8 or clause 8.9, as applicable.

## **11.4 Metering Errors and Verification**

- (a) At the Buyer's request, Perth Energy will request the Network Operator to provide Energy Data verifications for a Connection Point. The Buyer must reimburse Perth Energy for any Cost payable by Perth Energy for the verification.
- (b) If following verification the Energy Data for a Billing Period is replaced with better quality Energy Data, the appropriate adjustment must be made for the Billing Period under clause 8.8.

## **11.5 Maintenance of Metering Equipment**

- (a) The Buyer acknowledges that the Network Operator is responsible for installing, operating, upgrading and maintaining the Metering Equipment.
- (b) The Buyer must notify the Network Operator if the Metering Equipment requires any maintenance for any reason, and the Buyer must send a copy of the notice to Perth Energy.
- (c) The Buyer must provide Perth Energy with sufficient notice of any planned maintenance to or upgrade of the Metering Equipment by the Network Operator and the date on which and the time proposed for the maintenance or upgrade.
- (d) During any maintenance or upgrade of Metering Equipment Perth Energy will continue to calculate the Contract Charge (including the Regulatory Charges) and the Buyback Charge in accordance with the Metering Data supplied to Perth Energy by the Network Operator.

## **11.6 Cost of Meter and Meter Upgrades**

The Party specified in the Commercial Terms must pay for any Metering Equipment upgrades charged by the Network Operator. If no Party is specified, then the Buyer must pay for any Metering Equipment upgrades charged by the Network Operator.



### **11.7 Meter Test**

If the Buyer requests Perth Energy to test the meter to ensure that it is measuring accurately, then, provided the Buyer pays Perth Energy the meter testing fee, Perth Energy will arrange for the Network Operator to test the meter. If the meter is found to not be measuring accurately, Perth Energy will refund the meter testing fee to the Buyer and arrange for the Network Operator to either repair or replace the meter at no charge provided the Buyer has complied with clause 4.7 of this Agreement.

## **12. Liability and Indemnities**

THE BUYER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE

### **12.1 No Several Liability**

If the Buyer constitutes more than one Party, then all Parties constituting the Buyer are liable under this Agreement jointly or jointly and severally but not severally.

### **12.2 Liability for Direct Liability**

Except where a Party is expressed to be liable for all or any Liability under this Agreement, a Party who:

- (a) is negligent; or
- (b) breaches this Agreement,

is liable to the other Party for, and indemnifies the other Party against, any Direct Liability suffered by the other Party to the extent that the Direct Liability results from or is in relation to the first-mentioned Party's negligence or breach.

### **12.3 Buyer's Indemnities**

In addition to the indemnities set out in clause 4, the Buyer indemnifies Perth Energy for any Liability incurred to a third party in respect of any Liability suffered by that third party to the extent that such Liability results from or is in relation to:

- (a) the negligence or breach of this Agreement by the Buyer, the Buyer's Users or anyone acting under the control or direction of the Buyer;
- (b) any expectation on the part of the third party as to the continuity, reliability or quality of the supply of electricity to the Buyer by Perth Energy; or
- (c) the existence of this Agreement.

### **12.4 Exclusion of Indirect Liability**

To the maximum extent permitted by Law, except where a Party is expressed to be liable for all or any Liability under this Agreement a Party has no Liability to the other Party for any Indirect Liability, except where such Liability results from:

- (a) the other Party's fraud or wilful default;
- (b) an obligation on the Buyer under clause 5.8(c) to pay shortfall charges, or under clause 20.6 to pay liquidated damages to Perth Energy; or
- (c) any cause, circumstance or condition addressed in clause 4.11, clause 12.3 and any breach by a Party of clause 24.8.

### **12.5 Apportionment of Liability**

- (a) Subject to clause 12 and except as expressly provided in this clause 12, any Liability of a Party ("Liable Party") under this Agreement is limited to the proportion of damage suffered by any other party as a consequence of the first mentioned Party's breach of this Agreement or negligence.
- (b) Except as provided in clause 12.5(a), to the extent permitted by Law, Part 1F of the *Civil Liability Act 2002* (WA) has no operation in relation to this Agreement. For the avoidance of doubt, the Buyer is responsible for any act or omission of a Buyer's User and anyone acting under the control or direction of the Buyer.

### **12.6 Mitigation of Loss**

Each Party must use its reasonable endeavours to mitigate any Liability suffered by it as a result of any breach or negligence by the other Party in relation to this Agreement.

### **12.7 Limitation of Liability**

To the extent permitted by Law, Perth Energy's Liability to the Buyer in relation to this Agreement is limited, at Perth Energy's election, to either the supply of electricity or payment of the cost of supplying electricity at the rates and for the prices in this Agreement for the duration of this Agreement.

### **12.8 Express Waiver**

Perth Energy will not be liable to the Buyer for, and the Buyer hereby unconditionally and irrevocably waives any right to make any Claim against Perth Energy (and releases Perth Energy from any Liability) in respect of:

- (a) any Onsite Generation or Metering Equipment;
- (b) the Network or any part of the Network, or the Network Operator's provision of services; or
- (c) any Liability of the Buyer or the Buyer's Users to any third party except to the extent that such Liability is in relation to Perth Energy's fraud or wilful default.

### **12.9 Legitimate interests**

The terms of this clause 12 are reasonably necessary to protect Perth Energy's legitimate interests, including for the reasons stated in clauses 3.5(a) and 4.1, and to reasonably apportion the risks under this Agreement between the Parties so as to minimise the Electricity Charge payable by the Buyer.

### **12.10 Exclusion of warranties**

To the extent permitted by Law, all conditions, warranties and guarantees that would be implied by Law, and any representation, condition, warranty or guarantee that is not expressly set out in the Agreement, are excluded.

### **12.11 Consumer Guarantees**

If the Buyer is a "Consumer" within the meaning of the Australian Consumer Law, Perth Energy may be taken to have given the Buyer certain consumer guarantees under the Australian Consumer Law about the supply of goods or services to the Buyer. If Perth Energy fails to comply with those consumer guarantees, then the Buyer may have rights against Perth Energy under the Australian Consumer Law that Perth Energy is prohibited by law from excluding, restricting or modifying. However, where any goods (if any) or services supplied under this Agreement are not of a kind ordinarily acquired for personal, domestic or household use or consumption, Perth Energy's liability for breach of any consumer guarantee applicable to Perth Energy's supply of those goods or, if applicable, services under the Australian Consumer Law, is (to the extent permitted by the Australian Consumer Law) limited to any one or more of the following, as determined by Perth Energy's:

- (a) the supply of equivalent goods or services again; and
- (b) the payment of the cost of acquiring equivalent good or having the services supplied again.

## **13. Force Majeure**

### **13.1 Consequences of Force Majeure**

- (a) Subject to this clause 13, to the extent that, and for as long as, Force Majeure prevents, delays or hinders the Affected Party in performing an obligation ("**Affected Obligation**") under this Agreement:
  - (i) the Affected Obligation is suspended; and
  - (ii) the Affected Party is not liable for its failure to perform the Affected Obligation.
- (b) For the purpose of this clause 13, Perth Energy is deemed to be prevented or delayed in the performance of its obligations under this Agreement by Force Majeure if any of the following occur:
  - (i) a Network Outage;
  - (ii) a generator outage; or
  - (iii) a failure by any third party supplier in its obligations to supply electricity to Perth Energy for any reason (except to the extent the failure is caused by Perth Energy's breach of any relevant obligation to the third party).
- (c) If the Buyer is the Affected Party then Perth Energy's obligations to supply electricity and pay the Buyback Charge under this Agreement are suspended to the extent and for the duration of the Force Majeure.

- (d) If an Affected Obligation is suspended under clause 13.1(a)(i) for more than 3 months, either Party may terminate this Agreement by written notice to the other Party.

### **13.2 Notification Obligations**

The Affected Party must as soon as practicable upon becoming aware of Force Majeure, and at reasonable times thereafter while the Force Majeure continues, notify the other Party in writing of:

- (a) the occurrence and details of the Force Majeure;
- (b) each Affected Obligation;
- (c) the estimated duration and extent to which its performance of each Affected Obligation is likely to be prevented, delayed or hindered; and
- (d) any change in or cessation of the effects of Force Majeure.

### **13.3 Reasonable Endeavours**

The Affected Party must use reasonable endeavours having regard to the Cost and effectiveness of available remedies or solutions to overcome the effect of Force Majeure and resume the performance of its obligations as soon as reasonably practicable.

### **13.4 Obligation to Pay Money**

- (a) Subject to clauses 13.4(b) and 13.4(c) the occurrence of Force Majeure will not relieve a Party from any obligation under this Agreement to pay money when payment falls due and the Buyer's obligation to pay the Contract Charge and any other amount payable under this Agreement is not suspended.
- (b) If the Buyer is the Affected Party, then:
  - (i) to the extent that there is a reduction in the Electricity Consumption at a Site as a result of the Force Majeure Event, there will be a corresponding reduction in the Electricity Charge;
  - (ii) unless one or more Regulatory Charges are Bundled into the Electricity Price, the Buyer must continue to pay all applicable Regulatory Charges that Perth Energy continues to pay during the Force Majeure Event without deduction; and
  - (iii) if one or more Regulatory Charges are Bundled into the Electricity Price and Perth Energy continues to pay any such Regulatory Charges during the Force Majeure Event, the Buyer must pay to Perth Energy the total amount of such Regulatory Charges as reasonably determined by Perth Energy on a full pass-through at Cost basis.
- (c) If Perth Energy is the Affected Party and the Buyer continues to consume electricity at a Site during the Force Majeure Event, then:
  - (i) the Electricity Charge for the Site payable by the Buyer will be calculated using the Balancing Price or the Electricity Price, whichever is greater;

- (ii) unless one or more Regulatory Charges are Bundled into the Electricity Price, the Buyer must continue to pay all applicable Regulatory Charges that Perth Energy continues to pay during the Force Majeure Event without deduction; and
- (iii) if one or more of the Regulatory Charges are Bundled into the Electricity Price and Perth Energy continues to pay any such Regulatory Charges during the Force Majeure Event, the Buyer must pay to Perth Energy the total amount of such Regulatory Charges as reasonably determined by Perth Energy on a full pass-through at Cost basis.

## **14. Dispute Resolution**

### **14.1 Parties to Continue to Perform their Obligations**

Notwithstanding the existence of a dispute, the Parties must continue to fulfil their obligations under this Agreement.

### **14.2 Disputes Within the Scope of this Agreement**

If a dispute arises between the Parties in relation to this Agreement:

- (a) either Party may send the other written notice identifying the particulars of the dispute ("**Dispute Notice**");
- (b) if the Parties fail to resolve the dispute within 15 Business Days after the date of the Dispute Notice, each Party must procure an authorised senior representative to use their best endeavours in good faith to negotiate a resolution of the dispute within a further 10 Business Days; and
- (c) if the dispute cannot be resolved within the period prescribed in clause 14.2(b), then:
  - (i) if the dispute is of a technical, scientific or engineering nature, or is expressly required in this Agreement to be referred to an expert, the dispute must be referred for expert determination under clause 15; and
  - (ii) otherwise, unless the Parties agree to another means of resolving the dispute, either Party may commence litigation of the dispute.

### **14.3 Matters Outside Scope of this Agreement**

For all disputes between the Parties that affect either Party's performance under this Agreement but fall outside the parameters stated in clause 14.2, the Parties must co-operate with a view to resolving the dispute as expeditiously as possible.

### **14.4 Parties Agree to be Bound**

Each Party agrees to be bound and abide by any resolution of a dispute achieved in accordance with this clause 14.

## 15. Expert Determination

### 15.1 Appointment of Expert

- (a) Where a dispute under this Agreement is referred for expert determination, the Parties must seek in good faith to agree on an appropriately qualified person to be appointed as the expert within 5 Business Days of the dispute being referred for expert determination.
- (b) The expert:
  - (i) must have no interest or duty which conflicts, or which may conflict, with their function as the expert; and
  - (ii) must not be a former or current employee or representative of any Party.
- (c) If:
  - (i) the Parties fail to agree on a person to be appointed as the expert within the time specified in this clause 15.1(a) 15.1(a); or
  - (ii) the person on which the Parties have agreed:
    - (iii) is unavailable;
    - (iv) declines to act;
    - (v) does not respond within 5 Business Days to a request by one or both Parties to act as the expert; or
    - (vi) does not make a determination within the time required under any agreement with the Parties,

either Party may apply to the Resolution Institute to nominate an appropriate expert (**Nominee**) and, until a Nominee accepts its appointment as an expert, either Party may apply to the Resolution Institute on the same terms until a Nominee accepts its appointment as an expert.

- (d) Unless the expert determines otherwise, the expert's costs must be shared equally between the Parties.

### 15.2 Agreement

The Parties must seek in good faith to enter into an expert determination agreement with the appointed expert that provides for the resolution of the dispute on the following terms, unless the Parties agree otherwise:

- (a) the expert:
  - (i) must act as an expert and not as an arbitrator;
  - (ii) will not be bound by the rules of evidence;



- (iii) subject to observing procedural fairness, will have the power to inform themselves independently as to the facts to which the dispute relates and to take such measures as they think fit to expedite the determination of the dispute;
- (iv) will be entitled to refer aspects of the dispute to a third person for the purpose of taking advice on a specific matter relating to the dispute and must ensure that any third party, agent or consultant of the expert is subject to the same obligations of confidentiality as set out in clause 15.3;
- (v) must make their determination without delay and in any event within 28 days of being appointed as an expert unless the Parties otherwise agree in writing;
- (vi) must disclose fully to the Parties, before entering into the expert determination agreement, any interest or duty which may conflict with their position; and
- (vii) must not communicate with one Party without the knowledge of the other; and

(b) each Party:

- (i) may be legally represented at any hearing before the expert;
- (ii) may produce to the expert any materials or evidence which that Party believes is relevant to the dispute;
- (iii) subject to clause 15.3, must make available to the expert all materials requested by them and all other materials which are relevant to their determination; and
- (iv) agrees to be bound and abide by any resolution of a dispute achieved in accordance with this clause 15.

### **15.3 Confidentiality**

Subject to any privileges under Law, unless otherwise agreed by the Parties, all material and evidence made available for the purposes of the determination must be kept confidential, unless disclosure by a Party would be permitted under any provisions of this Agreement or the Law.

### **15.4 Determination**

The determination of the expert will:

- (a) except in cases of fraud or manifest error by the expert, be final and binding on the Parties; and
- (b) determine what, if any, adjustments may be necessary between the Parties.

### **15.5 Unresolved Dispute**

If a dispute is not resolved by expert determination, either Party may commence litigation of the dispute.

## 16. Assignment and Novation

- (a) The Buyer must not assign its rights, novate its obligations or otherwise transfer any interest under this Agreement (an "**Assignment**") to any other person (a "**Assignee**") without the prior written approval of Perth Energy, which approval will not be unreasonably withheld or delayed.
- (b) It will not be unreasonable for Perth Energy to withhold its approval for an Assignment:
  - (i) if Perth Energy:
  - (ii) considers, at the time of Assignment, that the Agreement is no longer commercially suitable for Perth Energy to continue the performance of the Agreement with the Assignee;
  - (iii) expects that it will not, to any extent, be in the same financial position after any proposed Assignment as it is prior to any such proposed Assignment;
  - (iv) considers that the proposed Assignee does not have the same or better financial standing as the Buyer; or
  - (v) requests information relating in any way to the proposed Assignment from the Buyer and/or the proposed Assignee and, within a reasonable period, Perth Energy considers that the information requested has not been provided to the extent required for Perth Energy to make a decision; or
  - (vi) if the Assignment:
  - (vii) would be to a competitor (or to a Related Body Corporate of a competitor) of Perth Energy; or
  - (viii) would be to a Party (or a Related Body Corporate of a Party) with which Perth Energy has been in (or considers that it may, in the future, be in) any dispute (whether or not that dispute has led to any, or to any steps to any, formal legal proceedings) in relation to any matter.
- (c) Perth Energy may assign or novate its rights under this Agreement without the prior written consent of the Buyer to an assignee or transferee that is technically and financially capable of undertaking and discharging Perth Energy's obligations to the extent of the proposed assignment or novation.

## 17. Change of Control

### 17.1 Prohibition

- (a) Subject to clause 17.1(b), the Buyer must not permit a Change of Control of the Buyer without the prior written consent of Perth Energy, which consent will not be unreasonably withheld or delayed.
- (b) If a Change of Control occurs due to the transfers of shares or other interests which are listed on a securities exchange, the consent of Perth Energy may have to be sought after the occurrence of the Change of Control, but if the written consent of Perth Energy is not so obtained, the Buyer must procure that the Controller ceases to have the Control which resulted in the Change of Control within 60 Business Days after receiving notice under clause 17.2 that Perth Energy does not consent

to the Change of Control.

- (c) The consent of Perth Energy under clause 17.1(a) or clause 17.1(b) may be withheld where one or more of the factors referred to in clause 17.5 apply.

## **17.2 Notice**

- (a) If a Change of Control of the Buyer is proposed, or has occurred (in the situation to which clause 17.1(b) applies), the Buyer will notify Perth Energy immediately upon becoming aware of that Change of Control or the proposed Change of Control.
- (b) the Buyer will provide to Perth Energy in its notification in clause 17.2(a) details of:
  - (i) the identity of each proposed Controller;
  - (ii) the address of each proposed Controller;
  - (iii) the extent and nature of the proposed Change of Control; and
  - (iv) all other information necessary for the Perth Energy to determine whether to consent, or not to consent, to the Change of Control of the Buyer.

## **17.3 Further Information**

The Buyer will promptly provide such further information as Perth Energy at the time reasonably requires in order to make its decision under clause 17.1 and will obtain such written consents as are required by law and by Perth Energy, to undertake reasonable investigations in relation to each Controller and its Associates.

## **17.4 Response**

Perth Energy will, within a reasonable period, provided it has received sufficient information under clause 17.3, inform the Buyer in writing whether Perth Energy consents to the proposed Change of Control of the Buyer.

## **17.5 Factors to consider**

It will be reasonable for Perth Energy to withhold consent to a Change of Control if it has not been given all of the information required under clauses 17.2 and 17.3 or if Perth Energy is of the reasonable opinion that:

- (a) the Controller is not solvent or reputable;
- (b) the Change of Control is to take effect prior to the end of the first Contract Year;
- (c) the Controller has an interest which conflicts in a material way with the interests of Perth Energy or the Controller is involved in a business or activity which is incompatible or inappropriate in relation to the subject matter of this Agreement;
- (d) the Controller does not have a sufficient level of financial, managerial and technical capacity to perform the terms of this Agreement than that of the person or entity it is replacing or from whom

it is taking Control; or

- (e) the proposed change would cause a Material Adverse Event affecting Perth Energy.

## **18. Disconnection**

### **18.1 Disconnection for Emergencies and Planned Work**

Perth Energy can interrupt or disconnect the Buyer's electricity supply, at any time without notice in an Emergency, if Perth Energy is permitted or required by law or if the Network Operator requires Perth Energy to do so. Where relevant, the Buyer can get information on the nature of the Emergency and an estimate of when electricity supply is likely to be restored by contacting the Network Operator's 24-hour emergency line.

When the Buyer's electricity supply is disconnected in an Emergency, where Perth Energy is permitted or required by law or the Network Operator, Perth Energy will try to arrange for the Network Operator to turn the electricity on again as soon as possible.

Nothing in the Agreement limits Perth Energy's, or the Network Operator's, statutory powers in relation to emergencies and safety.

Perth Energy can interrupt or disconnect the Buyer's electricity supply if the Network Operator needs to carry out planned work on the Network. If this occurs, Perth Energy will provide notice of any planned work as required by any Relevant Regulations.

### **18.2 Disconnection Due to Buyer Actions**

In addition to the other rights Perth Energy has under this Agreement, Perth Energy can arrange for the Network Operator to disconnect the Buyer's electricity supply, subject to the provisions of this Agreement and applicable laws, if:

- (a) the Buyer fails to pay a bill (either for the Premises or a previous Premises) in full by the Payment Due Date; or
- (b) the Buyer does not agree to a Payment Plan or other payment option; or
- (c) the Buyer does not perform its obligations under a Payment Plan or other payment option; or
- (d) the Buyer does not give Perth Energy or the Network Operator safe and unrestricted access to the Premises or the Meter; or
- (e) the Buyer commits a fraud relating to the supply of electricity at the Premises or any other Premises; or
- (f) the Buyer gets electricity supplied to the Premises illegally or in breach of a Relevant Regulation or applicable law; or
- (g) where the Buyer is required to provide security but fails to provide it; or

- (h) the Buyer fails to keep its equipment in good working order or condition; or
- (i) the Buyer gets electricity supplied to the Premises in breach of this Agreement.

Perth Energy can charge a fee for disconnecting the electricity supply in these circumstances.

### **18.3 Disconnection for Failure to pay a Tax Invoice**

If Perth Energy intends to disconnect the Buyer's electricity supply because the Buyer fails to pay a Tax Invoice by the Payment Due Date, then Perth Energy will:

- (a) give the Buyer a Reminder Notice not less than 15 Business Days from the date that Perth Energy issued the Tax Invoice advising the Buyer that payment is overdue and requiring payment by a specified date (which will be not less than 20 Business Days after the date that Perth Energy issued the Tax Invoice); and
- (b) if the Buyer still has not paid by the time indicated in the Reminder Notice, then give the Buyer a Disconnection Warning advising that Perth Energy will disconnect the Buyer on a day that is at least 5 Business Days after Perth Energy gives the Buyer the Disconnection Warning; and
- (c) not disconnect the Buyer until at least 1 Business Day after the date stated in the Disconnection Warning that Perth Energy will disconnect the electricity supply;
- (d) advise the Buyer of the existence and operation of the Customer Complaints Policy, including the existence and operation of the Electricity Industry Ombudsman and specifying the Freecall telephone number of the Electricity Industry Ombudsman.
- (e) Perth Energy will not disconnect the Buyer unless:
  - i. the Buyer has not accepted an offer of a Payment Plan (if any) within the specified period; or
  - ii. the Buyer has accepted an offer of a Payment Plan but has not have taken reasonable action towards settling the debt within the specified time.

### **18.4 Disconnection for Failure to Provide Access**

If Perth Energy intends to disconnect the Buyer's electricity supply because the Buyer fails to give Perth Energy or the Network Operator access to the Premises, Perth Energy will:

- (a) only disconnect the Buyer if the Buyer has denied access for the purposes of reading the Meter for the purposes of issuing bills for 9 consecutive months; and
- (b) give the Buyer a notice requesting access to the Meter at the Premises each time access was denied; and
- (c) use its best endeavours to contact the Buyer; and
- (d) give the Buyer an opportunity to offer reasonable alternative access arrangements; and

- (e) send to the Buyer a Disconnection Warning advising the Buyer that Perth Energy will disconnect the electricity supply on a day that is at least 5 Business Days after the Buyer is deemed to receive the Disconnection Warning.

### 18.5 Disconnection for Failure to Provide Security

If Perth Energy intends to disconnect the electricity supply because the Buyer fails to provide any required security to Perth Energy as required under the Agreement, Perth Energy will only disconnect the electricity supply after Perth Energy sends a Disconnection Warning advising the Buyer that Perth Energy will disconnect the electricity supply on a day that is at least 5 Business Days after the Buyer is deemed to receive the Disconnection Warning.

### 18.6 Limitation on Disconnection

Perth Energy must not disconnect the electricity supply if:

- (a) the Buyer provides a statement from an Appropriately Qualified Medical Practitioner stating that the electricity supply is necessary to protect the life or health of a person who lives at the Premises and the Buyer has entered into arrangements acceptable to Perth Energy in relation to payment; or
- (b) the Buyer has applied for a government concession or grant and the application has not been determined; or
- (c) the Buyer has made a complaint to the Electricity Industry Ombudsman about a matter directly relating to the reason for the proposed disconnection and the complaint remains unresolved; or
- (d) the Buyer has agreed to a Payment Plan or other payment option; or
- (e) the Buyer cannot pay the Tax Invoice because of a lack of income or other means and Perth Energy has not performed its obligations set out in clause 8.6 **Error! Reference source not found.**; or
- (f) the Buyer has not paid the Tax Invoice, but the outstanding amount is less than an average bill over the previous 12 months, and the Buyer has agreed to repay the outstanding amount; or
- (g) the Buyer has an amount outstanding on the Tax Invoice that does not relate to the supply of electricity but relates to some other good or service; or
- (h) disconnection would occur after 12:00 noon on a Friday, after 3:00 pm on any other Weekday, on a Weekend or on a Public Holiday or the Business Day before a Public Holiday, except in the case of interruptions or disconnections for planned work.

### 18.7 Disconnection by the Network Operator

If the Network Operator disconnects the electricity supply under this clause 18 **Error! Reference source not found.**, then:

- (a) Perth Energy can arrange for the Network Operator to remove or physically disconnect the meter at the same time that the supply of electricity is disconnected, or at a later time; and
- (b) Perth Energy can charge a fee for removing or physically disconnecting the meter and replacing or physically reconnecting the Meter except if the disconnection was as a result of:



- i. an Emergency not caused by the Buyer; or
  - ii. planned work.
- (c) The Buyer must not reconnect the electricity supply.
- (d) If Perth Energy considers the Buyer have used, or are obtaining electricity illegally, then Perth Energy can advise the Director of Energy Safety, the Network Operator and the Police (as appropriate) and give them any information in relation to the illegal electricity use.
- (e) Perth Energy can charge a fee for disconnecting the electricity supply except if the disconnection was due to:
  - i. an Emergency not caused by the Buyer; or
  - ii. planned work.

## 19. Reconnection

If the electricity supply is disconnected under clause 18, then Perth Energy will arrange for the Network Operator to reconnect the electricity supply in accordance with Part 8 of the code of conduct when the Buyer requests Perth Energy to reconnect the electricity supply and Perth Energy is reasonably satisfied that the circumstances giving rise to the disconnection no longer exist.

Perth Energy can charge a fee for disconnecting the electricity supply except if the disconnection was due to:

- (a) an Emergency not caused by the Buyer; or
- (b) planned work.

## 20. Default and Termination

### 20.1 Financial Default

- (a) Without prejudice to any other right or remedy of Perth Energy under this Agreement or any Law, if the Buyer commits a Financial Default, Perth Energy may send the Buyer written notice requesting the Buyer to remedy the Financial Default within 5 Business Days of the date of the notice.
- (b) If the Financial Default Notice is not remedied within this period, Perth Energy may:
  - (i) revise the frequency for the issuing and payment of the Tax Invoice under clause 8 in accordance with the Code of Conduct (if applicable);
  - (ii) where the Financial Default is the failure of the Buyer to perform one or more of its obligations under clause 21 in relation to any security required by Perth Energy, cause or allow the Buyer's Site to be disconnected from the Network (in which case the Buyer must pay any Costs incurred by Perth Energy in relation to the disconnection of the

Buyer's Site from the Network);

- (iii) subject to the Code of Conduct, refer the debt to a debt collection agency for collection (in which case the Buyer must pay any Costs incurred by Perth Energy in relation to the recovery of the debt, including the debt collection agency's fee and any legal Costs on a full indemnity basis); or
- (iv) whether or not it has exercised all or any of its rights under clauses 20.1(b)(i) to 20.1(b)(iii), but subject to this Agreement and the Code of Conduct (if applicable) immediately terminate this Agreement by written notice to the Buyer.

(c) If:

- (i) the Buyer's Site is disconnected from the Network under clause 20.1(b)(ii);
- (ii) this Agreement has not been terminated; and
- (iii) the Buyer has remedied the Financial Default,

Perth Energy may cause or allow the Buyer's Site to be reconnected to the Network (in which case the Buyer must pay any Costs incurred by Perth Energy in relation to the reconnection of the Buyer's Site to the Network).

## 20.2 Non Financial Default

- (a) Without prejudice to any other right or remedy of the non-defaulting Party under this Agreement or at Law, if a Party commits a Non Financial Default, the non-defaulting Party may:
  - (i) send a written notice to the defaulting Party requesting the defaulting Party to remedy the Non Financial Default within 10 Business Days of the date of the notice; and
  - (ii) if the defaulting Party fails to remedy the Non Financial Default within this period, or any lesser period if the Non Financial Default is incapable or remedy, by written notice to the defaulting Party either:
    - (iii) immediately terminate this Agreement; or
    - (iv) suspend this Agreement, in which case the non-defaulting Party is not obliged to perform its obligations under this Agreement, until the defaulting Party has remedied the Non Financial Default.
- (b) If the Buyer is the defaulting Party, during any suspension period under clause 20.2(a)(iv) the Buyer must continue to pay the Contract Charge and any other amount payable under this Agreement, provided that the Electricity Charge for the suspension period will be calculated on the basis of:
  - (i) the actual Electricity Consumption; or
  - (ii) if that is not available, the Electricity Consumption for the same period in the previous year; or
  - (iii) if that is also not available, the average Electricity Consumption of the Buyer based on

an aggregate of the Energy Data for the number of days or months, as applicable, in all cases taking into account Peak and Off Peak Periods,

plus, if one or more of the Regulatory Charges are Bundled into the Electricity Price, the total amount of Regulatory Charges which Perth Energy continues to pay during or will pay in relation to the suspension period, as reasonably determined by Perth Energy, on a full pass-through basis.

- (c) If Perth Energy is the defaulting Party and is for any reason incapable of remedying the Non Financial Default, Perth Energy may, at its discretion, terminate this Agreement by written notice with effect from the date specified in the notice.

### **20.3 Termination on Insolvency**

If:

- (a) a Party goes into liquidation, passes a winding-up resolution, or receives or applies for a deregistration notice under the Corporations Act;
- (b) a petition or other process for winding-up or dissolution is presented or threatened against a Party or circumstances exist which would give rise to such a petition, demand or other similar process;
- (c) a writ of execution is issued against a Party or any property of a Party or there are circumstances which justify such a writ;
- (d) an administrator, receiver, receiver and manager, administrative receiver or controller (as defined in the Corporations Act) or similar officer is appointed or is threatened or expected to be appointed to any part of the undertaking or assets of a Party, or circumstances exist which would justify such an appointment;
- (e) a Party is unable to pay its debts as and when they become due and payable, is taken under the Corporations Act to be unable to pay its debts, stops or suspends, or threatens to stop or suspend, payment of all or a class of its debts, or circumstances exist which would require a court to presume that a Party is insolvent under the Corporations Act;
- (f) a Party enters into or takes steps to enter into any arrangements, compromise or assumption with, or assignment for the benefit, of its creditors or a class of them;
- (g) a Party declares bankruptcy; or
- (h) the Buyer fails to make any payment under this Agreement by the Payment Due Date for three consecutive Billing Periods (but has otherwise made that failed payment at any time before the commencement of the next immediate Billing Period),

then the other Party (and in the case of clause 20.3(h), Perth Energy) may immediately terminate this Agreement by written notice to the first-mentioned Party (which, in the case of clause 20.3(h), the first-mentioned Party is the Buyer).

### **20.4 Termination on Disconnection**

If the Buyer commits a breach of any of the Buyer's substantial obligations under this Agreement which gives Perth Energy the right to disconnect the Buyer's supply of electricity under this Agreement or under

any Law, Perth Energy may terminate this Agreement by notice to the Buyer.

## 20.5 Buyer Ceases to be a Small Use Customer

- (a) If the Buyer consumes more than 160MWh of electricity in any 12 month period Perth Energy may terminate this Agreement by notice to the Buyer.
- (b) Nothing in this clause 20.5 is intended to alter the rights and obligations of a Party upon termination of this Agreement.

## 20.6 Liquidated Damages for Early Termination

- (a) This clause 20.6 does not apply where the Commercial Terms contain non-zero values for Peak Minimum Annual Electricity Consumption and Off Peak Minimum Annual Electricity Consumption.
- (b) If this Agreement is terminated:
  - (i) owing to a Financial Default or Non Financial Default of the Buyer; or
  - (ii) by Perth Energy under clause 20.3, the Buyer must pay to Perth Energy an amount of liquidated damages calculated using the following formula:

$$LD = D \times DSC \times M$$

where:

LD = the amount of liquidated damages payable under this clause 20.6

D = the number of days from the date of termination to the end of the Supply Period.

DSC = the Daily Supply Charge

M = the number of Meters applicable in this agreement at the date of termination.

## 20.7 Expiry

Subject to clauses 20.8 and 22, this Agreement will terminate at the end of the Supply Period unless terminated earlier in accordance with its terms.

## 20.8 Consequences of Termination

- (a) The Parties' respective rights and obligations under this Agreement will cease immediately upon its termination, except that:

- (i) any rights and obligations under any clause expressed in clause 24.11 to survive termination; and
- (ii) any right or claim, including any right to receive payment, which arises on or before termination of this Agreement,

will survive and continue after any termination.

(b) If this Agreement is terminated:

- (i) Perth Energy may arrange for a final Meter reading and for disconnection of a Site from the Network (in which case the Buyer may pay any associated Costs incurred by Perth Energy);
- (ii) Perth Energy may issue a final Tax Invoice (or Tax Invoices, in the case the Parties have made an agreement in accordance with clause 8.1(b) to the Buyer for the final meter reading, disconnection and final bill; and
- (iii) Perth Energy or the Network Operator may, at any time after the day on which the Agreement ends, remove the Meter and any other Network equipment located upstream of the Meter that is used for or in relation to the supply of electricity to the Buyer under this Agreement for which purpose the Buyer must provide safe and unrestricted access to the Site.

Subject to the provisions of any applicable Law, Perth Energy may charge the Buyer a fee in connection with any actions taken by Perth Energy under this clause.

## 21. Security

- (a) The Parties acknowledge and agree that Perth Energy has the right to request Security pursuant to this clause 21 at any time during the Supply Period. As at the Contract Start Date, the Buyer has satisfied Perth Energy that Security is not required under the Agreement. Perth Energy undertakes not to exercise the rights under this clause 21 during the Supply Period while Perth Energy remains satisfied, acting reasonably, that the Buyer has, and will retain in the future, the financial ability to satisfy its obligations under the Agreement. If Perth Energy exercises the right to require Security, Perth Energy will provide written notice together with its reasons and the date by which Security is required which must be no less than 30 days after the date of the notice.
- (b) In accordance with any notice issued under clause 21(a), the Buyer must, at its own cost:
  - (i) provide and maintain Security up to the amount which Perth Energy estimates will be the Contract Charge payable by the Buyer for the next two (2) Billing Periods; and
  - (ii) enter into such documentation as Perth Energy reasonably requires to record the terms on which the Security is provided and maintained.
- (c) If Perth Energy draws on the Security, the Buyer must increase the undrawn amount of the Security or provide further Security to restore the Security to the amount originally required under clause 21(b), within 14 days of receiving a written request to do so from Perth Energy.

- (d) Perth Energy will return the undrawn amount of any Security within 10 Business Days of the later

of the termination of this Agreement and the date the Buyer has paid all amounts owing under this Agreement in full.

- (e) In recognition that the PPSA may apply to the arrangements contemplated by this Agreement or a related agreement ("**Transaction Documents**"), the Buyer acknowledges and agrees that Perth Energy is entitled to register a financing statement on the Personal Property Securities Register against the Buyer in accordance with the PPSA in relation to any security interest or potential security arising from the Transaction Documents.
- (f) The Buyer:
  - (i) must, at its own cost, promptly do anything Perth Energy requires to ensure that any security interest arising under the Transaction Documents is a perfected security interest and has priority over all other security interests;
  - (ii) undertakes not to register a financing change statement or make an amendment demand under section 178 of the PPSA in respect of such registration;
  - (iii) agrees that the following sections of the PPSA will not apply and the Buyer will have no rights under them:
    - (iv) section 95 (to the extent that it requires the secured party to give notices to the grantor);
    - (v) section 121(4);
    - (vi) section 125;
    - (vii) sections 129(2) and (3);
    - (viii) section 132; and
    - (ix) sections 142 and 143;
  - (x) agrees to keep all information of the kind mentioned in section 275(1) of the PPSA confidential and will not authorise the disclosure of such information except in accordance with section 275(7) of the PPSA;
  - (xi) waives its right under section 157 of the PPSA to receive notice of any verification statement relating to the registration of any financing statement or any related financing change statement;
  - (xii) agrees that Perth Energy is required to give a notice under the PPSA only if the notice is obligatory and the giving of the notice cannot be excluded under the PPSA, and the Buyer waives any rights to receive any notices unless they are required to be given and cannot be excluded; and
  - (xiii) agrees to notify Perth Energy in writing of any change to the Buyer's details set out in the Commercial Terms within 5 days from the date of such change.
- (g) If Perth Energy requests Security and it is in the form of a cash deposit, Perth Energy will:

- (i) keep the Security in a separate trust account;
  - (ii) separately identify the Security in its accounting records;
  - (iii) pay the Buyer interest at the Bank Bill Rate, accrued daily and capitalised every 90 days unless paid; and
  - (iv) advise the Buyer of the Bank Bill Rate on request.
- (h) The *Privacy Act 1988 (Cth)* and other legislation regulates consumer credit reporting in Australia and limits the information Perth Energy can provide to credit reporting bodies about the Buyer and how Perth Energy can use the Buyer's credit report.

For the purpose of this clause 21(g), "Bank Bill Rate" means the average rate (rounded up to 4 decimal places) for bank accepted bills having a term equal to or nearest to 90 days as displayed on the "BBSW" page of the Reuters Monitor System at or about 10.30 am Australian Eastern Standard Time on the first day of the relevant 90 day period under clause 21(g)(iii) or, if the rate is not displayed on that day, the rate displayed on the most recent day before that day

## 22. Supply after the Contract End Date

- (a) Prior to the end of the Supply Period, Perth Energy may notify the Buyer in writing of:
- (i) the Contract End Date;
  - (ii) any new electricity supply agreement that Perth Energy is prepared to offer the Buyer, including new prices, terms and conditions ("**New Offer**"); and
  - (iii) the terms and conditions of any other arrangement on which Perth Energy is prepared to supply electricity to the Buyer after the Contract End Date.
- (b) If a New Offer is submitted to and accepted by the Buyer by signing and returning a copy of the New Offer to Perth Energy (and otherwise in accordance with the terms of the New Offer) prior to the Contract End Date, the terms and conditions of the New Offer, including the Contract Charge and any other amount payable under the New Offer, will apply on and from the first day after the Contract End Date, or any other date that may be specified for such purpose in the New Offer.
- (c) Unless the Parties agree otherwise, if no New Offer has been submitted by Perth Energy or any New Offer has not been accepted by the Buyer by the Contract End Date specified in the Commercial Terms, then after the Contract End Date specified in the Commercial Terms Perth Energy will at Perth Energy's sole discretion, continue to supply electricity to the Buyer on the same terms and conditions of this Agreement, except that:
- (i) the Contract End Date will be amended to be the date that this Agreement is terminated under clause 22(c)(iii);
  - (ii) the Electricity Price will be the "Standard Continuing Tariff" as published on Perth Energy's website from time to time, effective from the first day after the Contract End Date specified in the Commercial Terms;



- (iii) if a New Offer is submitted to the Buyer and the New Offer is accepted after the Contract End Date specified in the Commercial Terms, the Contract Charges and any other amount payable under this Agreement after the Contract End Date specified in the Commercial Terms will be based on those specified in the New Offer and be applicable on and from (but not before) the date that the Buyer communicates acceptance of the New Offer (provided the New Offer is accepted prior to the date on which either party gives notice of termination under clause 22(c)(iv), on which date the New Offer lapses and is of no further effect);
  - (iv) continued supply of electricity under this clause 22 is at Perth Energy's sole discretion, and Perth Energy may terminate the continued electricity supply on 30 days' written notice to the Buyer (and the Buyer may also terminate the continued supply beyond the Contract End Date specified in the Commercial Terms by providing not less than 30 days written notice to Perth Energy unless otherwise agreed); and
  - (v) Perth Energy will not be required to pay the Buyback Charge for Surplus Electricity exported to the Network after the Contract End Date specified in the Commercial Terms.
- (d) Nothing in this clause 22 operates to extend this Agreement or delay its termination under clause 20.

## 23. Warranties

The Buyer represents and warrants to Perth Energy that:

- (a) it has full power and authority to enter into and perform its obligations under this Agreement;
- (b) if it is a corporation, it is registered and validly existing under the Corporations Act and has the corporate power to own its assets and to carry on its business as it is now carrying on that business;
- (c) an obligation under this Agreement is legal, valid, binding and enforceable against it; and
- (d) it has taken the action necessary to authorise the execution and performance of this Agreement.

## 24. Miscellaneous

### 24.1 Information obtained by Perth Energy

- (a) The Buyer consents to Perth Energy disclosing any information obtained from any Party in connection with this Agreement (including Metering Data) to Perth Energy's Related Bodies Corporate, their employees and officers.
- (b) The Buyer consents to Perth Energy and its Related Bodies Corporate using any information obtained from any Party in connection with this Agreement (including Metering Data) for any lawful purpose, including to offer to sell the Buyer other products and services.
- (c) Unless prevented by Law, Perth Energy or its Related Bodies Corporate may contact the Buyer to offer the Buyer other products and services using any contact or personal information obtained from any Party in connection with this Agreement.
- (d) The Buyer may notify Perth Energy at any time if it does not wish Perth Energy to disclose or use any information obtained from the Buyer in connection with this Agreement (including Metering Data) other than as required or considered reasonably necessary by Perth Energy for its prudent and efficient

management of its rights and obligations in connection with this Agreement.

- (e) The Buyer may notify Perth Energy or its Related Body Corporates at any time if it does not wish Perth Energy or its Related Body Corporates to use any information obtained from any Party in connection with this Agreement to contact the Buyer as contemplated by clause 24.1(c).

## **24.2 Nature of Relationship**

This Agreement does not give rise to any partnership, agency or joint venture between the Parties.

## **24.3 Estimates of Anticipated or Actual Loss**

The Parties desire to avoid the difficulties of proof of damages and agree that at the date they entered this Agreement:

- (a) the Late Payment Administration Charge under clause 8.5;
- (b) the interest chargeable under clause 8.7;
- (c) the Excess Electricity Charge under clause 5.8(a);
- (d) the Shortfall Electricity Charge under clause 5.8(c);
- (e) the Shortfall Electricity Charge calculated for the remaining Supply Period under clause 5.8(d); and
- (f) the liquidated damages for early termination under clause 20.6:

each:

- (g) represent a reasonable and genuine estimate of the anticipated or actual loss likely to be suffered by Perth Energy in each of the respective circumstances; and
- (h) are not out of proportion to any payment that could be made in that context, nor would any such payment be extravagant or unconscionable to any extent.

## **24.4 Legal Costs and Duty**

- (a) Each Party must pay its own legal costs in relation to the preparation and negotiation of this Agreement.
- (b) The Buyer is responsible for all duty payable in relation to this Agreement.

## **24.5 Trusts**

If the Buyer is the trustee of a trust, then:

- (a) the Buyer enters into and is bound by this Agreement both:
  - (i) in its personal capacity; and
  - (ii) in its capacity as trustee of the trust specified in the Commercial Terms (**Trust**); and
- (b) the Buyer warrants to Perth Energy on each day of the Supply Period that in respect of the Trust:

- (i) the Buyer is the only trustee;
- (ii) no action is proposed to remove the Buyer as trustee;
- (iii) there is no default under the terms of the Trust;
- (iv) the Buyer, as trustee, has the power to enter into and perform this Agreement; and
- (v) the Buyer, as trustee, has a right of indemnity out of the Trust assets for all Liabilities incurred by it under this Agreement, and the assets of the Trust are and will be sufficient to satisfy those Liabilities.

#### **24.6 Notices**

- (a) Any notice or other communication under this Agreement must be in writing and given or served:
  - (i) by hand delivery or prepaid post to the address of the recipient stated in the Commercial Terms; or
  - (ii) by email.
- (b) A Party must notify the other Party promptly of any changes to its address for service.
- (c) Notices are deemed to have been served if delivered to the last notified address of the recipient of the notice:
  - (i) on the day of delivery, if delivered by hand before 5:00 pm on a Business Day, and otherwise on the next Business Day;
  - (ii) 3 days after posting if within Australia and 7 days after posting if posted to or from a place outside Australia; or
  - (iii) on the day of sending if sent by email before 5:00 pm on a Business Day and the sender has not received an automatic communication from the recipient's email system within 30 minutes stating the delivery of the email has been delayed, and otherwise on the next Business Day.
- (d) A printed or copied signature will be sufficient for the purpose of sending any notice or other communication under this Agreement.

#### **24.7 Governing Law and Jurisdiction**

This Agreement is governed by and is to be construed in accordance with the laws of Western Australia. Each Party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of Western Australia, and to any courts that have jurisdiction to hear appeals from any of those courts, and waives any right to object to any proceedings being brought in those courts.

#### **24.8 Confidential Information**

- (a) Subject to this clause 24.8, a Party must not disclose Confidential Information of the Disclosing Party and must take all reasonable steps to ensure that Confidential Information of the Disclosing Party

is kept confidential.

- (b) A Party may reveal Confidential Information of the Disclosing Party:
- (i) if required by Law or by any stock exchange to disclose the Confidential Information, in which case the Party must immediately notify the Disclosing Party of the requirement and must permit the Disclosing Party to oppose or restrict the disclosure to preserve, as far as possible, the confidentiality of the Confidential Information of the Disclosing Party;
  - (ii) if the Confidential Information of the Disclosing Party is in or enters the public domain for reasons other than a breach of this Agreement;
  - (iii) if the Confidential Information is disclosed to the Party by a third party legally entitled to disclose that information and who is not under an obligation of confidentiality to the Disclosing Party; or
  - (iv) to its professional advisers to obtain professional advice.
- (c) For guidance on Perth Energy's personal information handling practices, the Buyer may view Perth Energy's privacy policy, a copy of which is available on Perth Energy's website (<https://www.perthenergy.com.au/privacy-policy>) which, at the date of this Agreement includes:
- (i) Perth Energy take steps in accordance with the Guide to Securing Personal Information published by the Office of the Information Commissioner, to secure their systems and the personal information they collect.
  - (ii) If the Buyer is concerned about their privacy or about how Perth Energy has handled their personal information, the Buyer can contact:
  - (iii) AGL – Perth Energy,
  - (iv) Address: PO Box 7971, Cloisters Square PO, WA 6850;
  - (v) Phone number: (08) 9420 0300;
  - (vi) Email: [info@perthenergy.com.au](mailto:info@perthenergy.com.au); and
  - (vii) Website: [www.perthenergy.com.au](http://www.perthenergy.com.au).
  - (viii) the Australian Privacy Commissioner – Office of the Australian Information Commissioner (**OAIC**), and
  - (ix) Address: GPO Box 5218, Sydney NSW 2001;
  - (x) Phone number: 1300 363 992;
  - (xi) Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au);
  - (xii) Website: [www.oaic.gov.au](http://www.oaic.gov.au) ; and
  - (xiii) Online complaint form: [www.oaic.gov.au/privacy/privacy-complaints](http://www.oaic.gov.au/privacy/privacy-complaints)

- (xiv) the Energy and Water Ombudsman of Western Australia
- (xv) Address: PO Box Z5386, St Georges Terrace, Perth WA 6831;
- (xvi) Phone number: 1800 754 004;
- (xvii) Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au);
- (xviii) Website: [www.ombudsman.wa.gov.au/energyandwater](http://www.ombudsman.wa.gov.au/energyandwater) and
- (xix) Online complaint form: <http://www.ombudsman.wa.gov.au/make-your-complaint>

## **24.9 Entire Agreement**

- (a) Subject to clause 24.9(b):
  - (i) this Agreement constitutes the entire agreement between the Parties and supersedes all previous agreements arrangements representations or understandings in relation to its subject matter; and
  - (ii) any tender documentation issued by Perth Energy as part of a tender process is superseded by the terms of this Agreement.
- (b) Any pricing proposal upon which the prices and other charges in this Agreement are based given by Perth Energy to the Buyer will not be affected by the operation of clause 24.9(a).

## **24.10 Severance**

If a provision of this Agreement is void, invalid, illegal or unenforceable, then to the extent it is void, invalid, illegal or unenforceable, that provision is severed from this Agreement and the remaining provisions of this Agreement remain in full force and effect.

## **24.11 Clauses that Survive Termination of this Agreement**

The following clauses survive termination of this Agreement:

- (a) clause 8 (Invoices and Payments);
- (b) clause 12 (Liability and Indemnities);
- (c) clause 14 (Dispute Resolution);
- (d) clause 15 (Expert Determination);
- (e) clause 20.8 (Consequences of Termination);
- (f) clause 22 (Supply Following the Expiry of the Agreement); and
- (g) the entirety of clause 24 (Miscellaneous) including this clause 24.11.

#### **24.12 Complaints Policy**

- (a) Perth Energy will respond to any complaint made by the Buyer in accordance with Perth Energy's Customer Complaints Policy which complies with Australian Standard AS/ANZ 10002:2014.
- (b) Where the Buyer is dissatisfied with Perth Energy's resolution of a complaint, the Buyer may raise the complaint with the Electricity Industry Ombudsman WA.

#### **24.13 Amendment of this Agreement**

Perth Energy can change these non-standard terms and conditions without the Buyer's consent from time to time. If the Small Use Terms and Conditions are changed, Perth Energy will notify the Buyer of any changes to the Agreement. If the Buyer does not agree with the amendments, the Buyer may terminate this Agreement in accordance with clause 2.3 **Error! Reference source not found..**

#### **24.14 Cooling-off Period**

In addition to any rights the Buyer may have under any Law (such as the Australian Consumer Law), the Buyer has a right to cancel this Agreement within 10 Business Days after the day on which the Agreement was made (the **cooling-off period**).

Unless otherwise provided, Perth Energy will supply electricity to the Buyer under the Agreement following the expiry of the cooling-off period unless the Buyer specifically requests supplier earlier (and the conditions for the Agreement commencing have all been met).

If the Buyer requests supply and Perth Energy supplies electricity during the cooling-off period and the Buyer cancels the Agreement during the cooling-off period, Perth Energy may charge for any electricity and associated services supplied to the Buyer during this period.