



# ENSA

## Energy Customer Charter

Updated: 12 August 2019

### About this Charter



Level 3 / 257 Collins St, Melbourne VIC 3000, Australia  
[ensa.net.au](http://ensa.net.au) | 1300 00 ENSA (3672)

This Customer Charter applies to the supply of your electricity service provided by ENSA Pty Ltd on behalf of your exempt energy retailer. It incorporates a guide to services and responsibilities provided by your Exempt Energy Retailer and its agent ENSA. There is also important information on your rights and obligations as an electricity consumer. This Charter is based on the Essential Services Commission's Retail Code ("the Retail Code"). For further information on Energy Retail Code please contact the Essential Services Commission of Victoria on (03) 9651 0222 or visit their website at [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

### **About Exempt Energy Retailer**

Current legislation in Victoria permits owners and occupiers of premises to on-sell electricity to individuals and companies who have lease or rent agreements with these owners. Your Exempt Energy Retailer has been granted an exemption to sell electricity and gas to consumers in this building. Your Exempt Energy Retailer will look after your energy needs, and arrange electricity connections for you.

### **About ENSA Pty Ltd**

ENSA (ABN 91 606 092 826) is an Australian owned company. Its business involves provision of products and services to assist Exempt Energy Retailers to provide an integrated customer management service in embedded networks.

### **When does this agreement start?**

The agreement will commence when you have provided ENSA with an Application Form for the services you require and there upon enter into a Supplier Agreement with us and we have commenced supply to your residence.

### **When and how you will be billed?**

ENSA will send you a bill each month or as otherwise agreed with the Exempt Energy Retailer, with your consent. Each bill you receive must be based, where possible, on an actual meter reading unless you agree otherwise.

### **What your bill contains**

For most customers, each bill includes:

- a charge for the actual Electricity you use;
- the Service to Property Charge - a fixed charge for the cost of servicing you as a customer;
- approved additional service charges such as Connection, Billing and Transfer fees, or other fees incurred from time to time.

### **Paying your bill**



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You are required to pay your bill by the due date. Unless agreed otherwise, this will be 14 days from the date the bill was sent out. Based on the supply contract between you and the Exempt Energy Retailer, you have a choice of paying your bill by Bpay, Direct Debit, Cheque, or Credit Card.

### **Claiming a concession**

If you hold a Pensioner Concession Card, a Health Care Card or a Repatriation Health Card (Gold Card) issued by the Department of Veterans' Affairs, you may be eligible for government-funded concessions on your electricity bills.

### **Questioning a bill**

At your request, and at no charge, ENSA will review a bill, which you dispute. While the bill is being reviewed, we require payment for either that part of the bill that we both agree is not in dispute or an amount equal to the average of your bills over the previous twelve months.

If you are not satisfied with the review, you may ask for a meter test. ENSA will invoice you in advance for the test and you need to pay this invoice before ENSA will send a technician to site. If your meter is inaccurate, we will adjust your bill accordingly and there will be no charge for the test. If the meter is accurate, you must pay all amounts outstanding.

### **Disconnection and reconnection**

We will comply with the Energy Retail Code, which makes provision for disconnection and reconnection of consumers in certain circumstances.

### **How to end this agreement**

This agreement shall endure until such time as the customer is no longer a resident of this building or until we provide notice in writing that we are terminating this agreement in accordance with the Energy Retail Code.

If the consumer chooses to withdraw their consent for any other reason, then this shall be provided in writing to ENSA and will be subject to any terms and conditions applicable to the Supply Agreement.

### **Final bills**

If you wish to disconnect your service, ENSA requires at least 3-business days' notice and forwarding address for your bill, if you are moving permanently. If you do not give the required notice, you will remain responsible for the electricity used (and for meeting any other customer obligations) until three business days after you give the required notice, or until a new customer has an account established in their name at the premises, whichever occurs first.

### **Access to information**

You have a right to timely, accurate information on all issues related to the supply of electricity to your property. You are entitled to a copy of this Customer Charter, which you should keep on hand so that you have a ready reference on your rights and responsibilities.



## Privacy

Your privacy is very important to ENSA and it will be respected at all times. You have a right for personal information to be kept confidential, unless otherwise allowed through legislation and regulation.

We undertake that information we receive will be kept confidential and will not be passed on to a third party without your expressed permission, or unless we are required or permitted by law to do so.

