



Electricity Written Disclosure Statement

Please read this important information for Pooled Energy electricity customers in NSW.

By providing your consent in your Pooled Energy Offer of Service Consent Form, you agree that you have been made aware of and received the following relevant information to your Electricity Contract. Your Contract is with:

Pooled Energy Pty Ltd (ABN 31 163 873 078)
PO Box 652
Northbridge NSW 2063

Cooling-off Period

You have a right to cancel this Market Retail Contract (**Contract**) within 10 business days including the day after you signed or received your Contract. Should you wish to cancel your Contract with us during this time you may do so by:

1. Providing us written notice by email to info@pooledenergy.com
2. Contacting us on the phone at 1300 364 703
3. Providing us the written Cancellation Notice which is on the last page of your Contract Terms and Conditions either via email to info@pooledenergy.com or via post to PO Box 652, Northbridge NSW 2063.

Electricity Contract commencement

By entering into this contract, you consent for Pooled Energy to be your electricity retailer and for the transfer of your electricity supply to Pooled Energy.

Your Electricity Contract begins on the day you accept Pooled Energy's Offer of Service. Your electricity supply from Pooled Energy will commence on:

1. A date specified in the Offer of Service Consent Form; or
2. The date we become the Financially Responsible Market Participant for your premises, which will not occur until after the expiry of your Cooling-off Period.

More information on the term of your contract is available in your Contract Terms and Conditions.

Electricity Contract term

Your contract term is detailed in your Energy Price Fact Sheet and starts from the date you consented to enter into this Contract with Pooled Energy by signing your Consent Form. Your Contract Terms and Conditions provides additional information about the reasons under which your Electricity Contract may end earlier than the agreed contract term.

Early Termination

Once your Cooling-off period ends, you may cancel your electricity contract by providing us 20 business days notice, either in writing or by phone.

We may charge you the applicable Exit Fee as set out in your Offer of Service and/or Energy Price Fact Sheet.

Prices, Fees and Charges

Your prices, rates, fees and charges are set out in the Energy Price Fact Sheet provided with your Contract. Your Energy Price Fact Sheet may be reconfirmed with you shortly after you enter into your Contract if we cannot confirm them when we make you an Offer of Service.



Other fees may apply during the term of your Contract and these are listed in your Energy Price Fact Sheet. These include charges for late payments, dishonoured payments, and other service fees.

We may also charge you for services that we may arrange with the Distributor, Meter Provider or Meter Data Provider for your site. If these are not listed on your Energy Price Fact Sheet, we will advise you of any such amounts at the time you make the request for the services.

Your electricity rates may be varied at any time by Pooled Energy and you will be provided written notice of any changes no later than your next bill. For more information on price variations, please see your Electricity Contract Terms and Conditions.

Billing and Payment Arrangements

You will receive a monthly invoice for your electricity supply from Pooled Energy after the date from which we become your electricity supplier. This invoice will be provided to your nominated email address. You may pay your invoice by direct debit or BPay using the details provided on your invoice.

If you have nominated to pay your invoice via direct debit, Pooled Energy will arrange for the amount payable on your invoice to be withdrawn from the bank account or credit card that you have nominated in your direct debit consent form on the due date indicated on your invoice. If there are insufficient funds in your account or your credit card is dishonoured, you may be subject to fees imposed on us which may be charged on a future invoice. If your credit card expires, you are responsible to update your information with us.

Electronic Transactions

Under your Contract with Pooled Energy, you agree to receive notices, invoices and other transactions via electronic message. This may include via email, SMS or via mobile application. Pooled Energy will send electronic transactions to the email address and mobile number you have nominated in your Offer of Service Consent Form. If your information changes, you are responsible to contact us to update your information including email addresses and mobile phone numbers.

You will be recognised as having received information from Pooled Energy electronically consistent with the relevant legislation in NSW.

Concessions and Rebates

If you currently hold a Government concession card, you may be eligible for NSW Government electricity concessions and rebates. Please contact Pooled Energy to advise us of your concession details if you have not already done so in your Offer of Service Consent Form.

For more information about NSW concessions and rebates, please visit our website at www.pooledenergy.com/electricity.

Service Standards

Pooled Energy will meet all regulatory requirements applicable to energy retailers operating in NSW. The applicable services standards are specified in the regulatory requirements or set out in your Electricity Contract Terms and Conditions.

Complaints and Dispute Resolution

If you have enquiries, complaints or feedback, please contact us on 1300 364 703, via email to info@pooledenergy.com or via post to Pooled Energy Pty Ltd, PO Box 652, Northbridge NSW 2063. We will aim to resolve your complaint as quickly as possible and in accordance with our *Complaints and Dispute Resolution Policy* available on our website, www.pooledenergy.com.

After attempting to resolve your complaint, if you are not satisfied with the outcome, you may contact the Energy and Water Ombudsman of NSW on 1800 246 545.
