

Product Disclosure Statement

30 April 2020



About this Product Disclosure Statement

This product disclosure statement (**PDS**) provides important information that relates to your agreement to acquire energy from Nectr (**Agreement**). You should keep this PDS and the documents provided with the PDS, including the Nectr Energy Plan Confirmation, Customer Charter, Direct Debit Request Services Agreement, Cancellation Notice and our Terms & Conditions (**Nectr Welcome Pack**) in a safe place.

Cooling Off Period

You can cancel your Agreement within 10 Business Days from and including the day after you signed or received your Agreement and received the Nectr Welcome Pack from us (**Cooling Off Period**). You may cancel your Agreement during the Cooling Off Period with no penalty. We may be legally restricted from supplying you with energy or other goods or services or requiring you to provide any payment or other consideration in connection with your Agreement during the Cooling Off Period.

In some cases, your right to 'cool off' may be even longer. Details about your additional rights to cancel your Agreement are set out in your Cancellation Notice in your Nectr Welcome Pack and are also available on our website at: www.nectr.com.au.

You may cancel during the Cooling Off Period by:

- giving us a call on 1300 111 211; or
- submitting a Cancellation Notice to us in writing via:
 - email at: hello@nectr.com.au; or
 - post at: PO Box 1957, North Sydney, NSW 2059.

If you do not cancel your Agreement during the Cooling Off period, you will still have rights to terminate your Agreement under the terms of that document.

When does your Agreement start?

Your Agreement will commence when you have received the relevant Nectr Energy Plan Confirmation from us.

The date we begin supplying energy to you under your Agreement will be:

- the date specified in the Nectr Energy Plan Confirmation (if any); or
- the later of:
 - a reasonable period after the date of expiry of the Cooling Off Period;
 - the date we begin supplying energy to your supply address; or
 - such other date as agreed by you and us.

If you are transferring from another Retailer, the supply of energy will commence when your accounts are transferred from your current Retailer to us and any other arrangements with another retailer for the provision of the supply of energy have been completed.

What is the term of your Agreement?

Your Agreement is ongoing and continues until it is terminated in accordance with its terms.

While your Agreement is ongoing, your Energy Plan pricing may have a fixed benefit period – see your Nectr Energy Plan Confirmation.

For Energy Plans with fixed benefit periods, we will provide energy supply and associated services as per the agreed rates for that fixed period unless your Agreement is terminated early. If the benefits that apply under your Agreement change after the end of a fixed benefit period, we will give you notice in writing between 20 and 40 Business Days before the date the benefits change. We will also let you know at that time if there are other energy plans that may suit your needs.

If you are vacating your supply address, you may cancel your Agreement by email at hello@nectr.com.au or by phone on **1300 111 211**.

Prices, Fees and Charges

The price you pay for your energy supply under your Agreement is set out in your Nectr Energy Plan Confirmation in your Nectr Welcome Pack.

If the benefits that will apply under your Agreement will change after the end of any fixed initial period, we will give you notice in writing between 20 and 40 Business Days before the date the benefits change. We will also let you know at that time if there is a new energy plan that may meet your needs. If the tariff on which your pricing is based changes part way through a billing period, we will calculate your next bill on a proportional basis for the previous and new tariff.

A full list of our fees and charges can be found in our Fee Schedule on our website at nectr.com.au/plans-and-fees.

Any changes made to prices, charges, early termination payments and penalties, security deposits, service levels, concessions or rebates, or payment options will be made in accordance with the applicable law and regulatory requirements. We will use reasonable endeavours to notify you of these changes, which may include publishing the changes on our website.

Billing

Bills will be made available to you via email at the end of each billing period. The billing period will be specified in your Agreement. We may estimate the amount of energy you have used if your meter cannot be read or we do not receive the meter data from our

meter data provider. If your bill is based on estimated data, this will be clearly indicated on the bill. Where we offer alternative payment or billing options as part of your Agreement you must abide by the relevant conditions if you wish to make use of these options. These conditions will be clearly detailed as part of your Nectr Energy Plan Confirmation.

Payment

You must pay the total amount owing including any additional charges in accordance with your Agreement on each bill including GST by the due date specified on the bill. Payment may be made in advance. You must pay your bill by credit/debit card or direct debit (in accordance with a Direct Debit Request Services Agreement between you and us) or any other method permitted by us as stated on your bill or in your Agreement. To change your payment method to a different credit/debit card or direct debit, please email us at hello@nectr.com.au or call us on 1300 111 211.

Concessions and rebates

You may be eligible for a government concession or rebate in relation to your energy bill. You can find further information about government concessions and rebates on our website nectr.com.au/concessions.

Service standards

We will meet all legal and regulatory requirements applicable to your supply address. If your supply address is in New South Wales then the legal and regulatory requirements in New South Wales apply and if your supply address is in Queensland, the legal and regulatory requirements in Queensland apply. We will only make changes to service standards in accordance with applicable law and regulatory requirements.

Electronic transactions

Some of the services you receive under your Agreement may be available electronically. These services will be provided in accordance with the terms of your Agreement and may include:

- receiving your energy bill;

- receiving marketing communications;
- receiving notifications of changes to your energy plan, like price changes or updated terms and conditions;
- paying your energy bill;
- updating account details;
- changing your energy plan;
- referring a friend;
- helping you move house;
- accessing your consumption data;
- engaging with us to manage account queries or complaints; and
- helping you manage payment difficulties.

You acknowledge that you may receive services in connection with your Agreement electronically, and agree to be bound by any relevant transactions in accordance with relevant legislation and your Agreement.

Complaints and disputes

Nectr is committed to delivering a reliable and friendly service. If you have any complaint in connection with a service provided (or to be provided) or in relation to the marketing of our services, you may complain via the methods set out in our Complaints Handling Policy. We will handle your complaint in accordance with our Complaints Handling Policy, which is available from our website at www.nectr.com.au/complaints-policy. You may also email or call us about your complaint on complaints@nectr.com.au or **1300 111 211**.

We will use our best endeavours to resolve your complaint, however if your complaint is not resolved to your satisfaction you can lodge a complaint with the energy ombudsman for your state:

New South Wales

Energy & Water Ombudsman NSW (EWON) – www.ewon.com.au

Queensland

Energy & Water Ombudsman Queensland (EWOQ) – www.ewoq.com.au

Further Information

This PDS may be updated regularly and the revised version will be on our website, and you can receive a copy by writing to the address below or by emailing hello@nectr.com.au.

Should you like any more information or if you have any comments about our services, please email us at hello@nectr.com.au, call us on **1300 111 211** or write to us at Nectr, PO Box 1957 North Sydney 2059.

Nectr is a registered trading name of Hanwha Energy Retail Australia Pty Ltd, ACN 630 397 214, Level 25, 100 Miller Street, North Sydney NSW 2060.