

Customer Charter & Disclosure Statement



Important things to know about our market contracts

When you join ReAmped Energy (RE) you agree to our [Market Terms and Conditions](#) and you also provide your explicit informed consent for:

- Your electricity supply to be transferred to ReAmped Energy; and
- To receive all notices and documents from us electronically; and
- For us to run a credit check using the details you have provided; and
- For your bills to be paid by automatic electronic payment or direct debit in line with our DDSA; and
- That we may vary the tariffs and charges that apply under this contract as needed.

Please read the below for more important information.

Cooling Off Period

You have a 10 business day Cooling-Off period from the day after you receive your welcome pack. This means that if after joining RE you change your mind for any reason you can cancel within 10 business day of joining without any strings attached. If you would like to cancel you can do so by simply advising us by email, live chat or phone call, our contact details can be found on our [Contact Us](#) page of our website.

Contract Start Date

Your contract start date is the date on which ReAmped receives your acceptance of a contract to supply you with electricity. This will be the date that you complete your online sign-up, we will clearly state this date in the welcome letter.

When will ReAmped start billing me?

RE will become responsible for billing you for your electricity usage from the date of your final meter read with your current provider or in the case of a move in from the date we receive a start read. This date will most likely not align with the contract start date because of the cooling off period and dependent on your meter type the time it takes for the start read to be taken. In the welcome letter that we send we will advise the date we believe this read will occur (proposed date) we will confirm the correct date by email within 5 business days of becoming aware of this date. In the event of any delay in your transfer we will advise you of the reason for delay by email.

How do I end my contract with RE?

At RE we don't have any lock in or fixed term contracts, so you are free to leave at any time simply by advising us. The contract with RE will also end if you sign-up with another retailer for supply of electricity, you move house or someone else starts buying electricity from us for the same property. For more details see clause 4.6 and other relevant sections of our [Market Terms and Conditions](#).

How to pay your Bill

When you join RE our only generally available payment options are an automatic payment from a debit/credit card or a direct debit from your bank account.



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Changes in Tariffs and Charges

RE may change the tariffs and charges applicable to you under our Market Retail Contract from time to time. When doing so we will notify you in accordance with 8.3 (c) of our [Market Terms and Conditions](#).

Conditional Discounts or Benefit

At RE we believe in keeping things simple, fair and easy to understand therefore our products don't include a ridiculous discount or benefit period. Instead we just offer great rates and excellent online service.

Other Fees and Charges

Under our Market Retail Contract there may be additional Fees and Charges applicable to you. These fees are generally direct pass throughs for costs incurred by RE for providing a particular service such as a reconnection. A list of these fees can be found on our [Additional Fees](#) page on our website.

Electronic Billing and Communications

By signing up to RE you are agreeing to all electronic communications. Unless we receive a delivery failure the communication is taken to have been received on the date it was sent.

If you require documentation to be sent by regular post for whatever reason we will charge a fee for each document that is sent.

Security Deposits

Generally, RE does not require a security deposit although in the circumstance that we do require a security deposit from you it will be handled in line with clause 13 of our [Market Terms and Conditions](#).

Concessions and rebates

At RE we will provide eligible customers with all the concessions they may be entitled to. We do not collect concession details during sign-up so to determine if you are eligible for a concession you will need to provide us with sufficient details to help us verify with centrelink. To find out more about concessions you may be eligible for visit our [Concessions](#) page on our website.

Service Levels

Our service to you will meet all applicable regulatory requirements specified within you're [Market Terms and Conditions](#) and by any other applicable regulating body .

Complaints and Dispute Resolution

Any complaints in regards to your contract or any other service offered by ReAmped will be handled in accordance with our [Complaints and Disputes Resolution policy](#). For more information visit our [Complaints](#) page on our website.