

It is our pleasure to welcome you as a valued ERC Customer.

Electricity Services

Reduced priced electricity has been made available through the Body Corporate, who purchase bulk electricity and pass on the savings to Services Customers within the building.

The Queensland Electricity Regulations authorises Bodies Corporate to on sell electricity to the Unit Owners and Tenants within the Body Corporate complex. Under the Body Corporate Legislation, a Body Corporate does not make any profit from on selling electricity.

The electricity supply reliability is unchanged as electricity will continue to be distributed to the building by ENERGEX Network, which owns and operates the electricity distribution network in South East Queensland.

Electricity is on sold at a percentage-discounted rate applied to the relevant Government Gazetted Franchise Electricity Tariff. Electricity On Selling Tariffs may vary between accounts, and are dependent on the bulk electricity costs, which may vary depending on actual electricity usage patterns.

The Queensland Government applies a special Ambulance Levy to every electricity customer in Queensland (Except for exempted customers such as pensioners) from the date that the unit is available for occupancy.

Energy Resources Corporation (ERC) provides the Energy Management and Administration Services (i.e. Customer Service, Meter Reading, Billing and Revenue Collection Services).

Your electricity charges (Plus Ambulance Levy or Pensioner Rebate) are included in your Monthly Services Account.

PAYMENT ARRANGEMENTS

Payments can be made by Credit Card, Post Office, Cheque, BPay, Internet or Direct Debit.

Credit Card Payments

Phone Credit Card payments can be made by Visa, MasterCard, AMEX or Diners Card. Credit Card charges are paid by Credit Card holders. Some overseas Credit Cards may not be accepted by the DEFT Payment System. To pay by Credit Card:

- Call 1300 301 091
- Follow DEFT Payment Instructions (DEFT Reference Number shown on your Services Account)

Cheque Payments

Please attach the Deposit Slip, (Printed on the lower part of your Services Account). Please ensure that the cheque amount is the same amount as shown on the Deposit Slip, of that the Deposit Slip amount has been changed to the same amount as entered on the cheque.

HOME UNIT LIVING

Home Unit Electricity Customers often use more electricity when occupying a home unit, than they consumed in their house or an older home unit.

The major contributors, to the higher electricity consumption, are:

Electric Storage Hot Water Tanks

- If your unit has an electric hot water storage tank, the storage tank electricity heating element is normally connected to the standard residential Tariff 11 (Average 16 cents per kWh). Off Peak Tariff 33 (8 cents per kWh) and Night Rate Tariff 31 are not available in most multi residential unit buildings.

Room Air Conditioners

- Air conditioners running costs are between 30 to 80 cents per hour for both cooling and heating cycle. To minimise air conditioner electricity running costs, air conditioner thermostats should be set at around 24 degrees in summer and 21 degrees in winter.

Low Voltage Dichroic Down Lights

- Five low voltage dichroic down lights cost some 3.5 cents per hour in electricity costs. When appropriate, use dimmers to reduce running costs.

Incandescent Lamps

- Consideration should be given to replace incandescent lamps with equivalent light output Energy Saver Compact Fluorescent Lamps to save 80% on lamp running costs and to provide for longer lamp life.

Please note that most Energy Saver Lamps may not effectively operate through a dimmer

Washing Machines

Washing machine running costs are up to 30 cents per hour. Customers should ensure that their washing machine cold water hose is connected to the cold water tap, and not the hot water tap, to ensure that unnecessary hot water is not wasted.

Cloths Driers

- Cloth dryer running costs are up to 25 cents per hour.

Dishwashers

- Dishwashers running costs are up to 30 cents per hour.

Plasma TVs

- Plasma TVs consume some 1500 watts per hour. Typical running costs are up to 24 cents per hour.

LCD TVs

- LCD TVs consume some 800 watts per hour. Typical running costs are up to 12 cents per hour.

HOW TO ANALYSE YOUR SERVICES ACCOUNTS

When comparing your electricity costs between different Services Accounts, it is important to compare daily usage and daily costs, as the number of billing days may vary from account to account. Also your metered electricity consumption may vary between summer and winter, due to electricity usage, etc.

GENERAL TERMS AND CONDITIONS

Security Deposit

In accordance with general Services Supply Industry Supply Arrangements, ERC may collect a Refundable Security Deposit from each Customer. The Security Deposit details will be advised to Customers after their application has been received by ERC. ERC will include the Security Deposit amount in the first Bill.

The Security Deposit will be refunded to a Services Customer's account when they vacate their Unit.

If a Services Customer fails to notify ERC, that they are leaving the unit, and fails to provide a forwarding address within 60 days from leaving, the Security Deposit will not be refunded. Energy Resources are authorised to deduct any outstanding amount payable by a Services Customer, from the Security Deposit.

If a Customer fails to pay their Services Account by the due date, a Disconnection Order may be issued and the Security Deposit increased.

The Security Deposit may be increased where the customer does not provide all the required customer details.

Payment Conditions of Services Account

Condition of Payment is 14 days from the Date of Issue of the Services Accounts.

If payment is not received within the 14 days, then ERC may issue a Reminder Notice that provides for an extension of five days. ERC may extend this period in extenuating circumstances. This issue of this Notice incurs a Late Payment Fee.

If a Services Customer fails pay the outstanding amounts and advise ERC that the outstanding account has been paid, then the Customer's supply is programmed for disconnection for non-payment of their account.

Final Meter Reading

Where a Services Customer moves out of their premises outside the normal meter reading cycle, the Services Customer is to request (by phoning ERC) a Final Account. ERC will forward either Refund Cheques or a Final Account for any outstanding charges. If the Final Account payment is not received by the due date, then ERC may refer the bad debt to a Financial Debt Agency for recovery of the outstanding amount. If a Customer fails to notify ERC that they have vacated their unit, then the Customer is liable for all charges up until the date that ERC has been advised and their account finalised.

Services Account Debt Recovery Administration and Costs (Privacy Act 1988)

Services Customers authorise ERC to recover any outstanding Services payments from any available Residential Rental Bond monies, for the purposes of recovering any outstanding Services payments payable by the Services Customer after vacating their unit.

If Debt Recovery Services are used to recover bad debts, then the Services Customer will incur all the costs associated with the debt recovery and the Customer's details may be registered with the Debt Agency's database.

The Customer agrees for ERC obtain from, and exchange with, a credit-reporting agency a credit report containing personal credit information about the Customer in relation to credit provided by ERC, to assess an application by and credit worthiness of a Customer;

The Customer consents to ERC being given a consumer credit report to collect overdue payment.

The Customer agrees that Personal Data provided may be used and retained by ERC for the purposes of provision of Services & Goods, analysing, verifying and/or checking the Customer's credit, payment and/or status in relation to provision of Services/Goods, direct debit facilities and/or credit facilities requested by Customer; and enabling the daily operation of Customer's account and/or the collection of amounts outstanding in the Customer's account in relation to the Services and Goods.

ERC may give, information about the Customer to a credit-reporting agency to obtain a consumer credit report about the Customer; and or allow the credit-reporting agency to create or maintain a credit information file containing information about the Customer.

If the Customer defaults in payment of any invoice when due, the Customer shall indemnify ERC and the Body Corporate from and against all ERC's and the Body Corporate's costs and disbursements including on a solicitor and own client basis and in addition all of ERC's and the Body Corporate's nominees costs of collection.

The Consultant and the Body Corporate will not be liable to the Customer for any loss or damage the Customer suffers because the Consultant exercised its rights under this clause.

Services Customer Information

Services Customers authorise ERC to obtain relevant personal information from the Resident Manager or the Letting Agent, for the purposes of Services Account administration.

On behalf of the Body Corporate

ERC Account Manager