



WELCOME PACKS

Presented by Compliance Quarter

Agenda



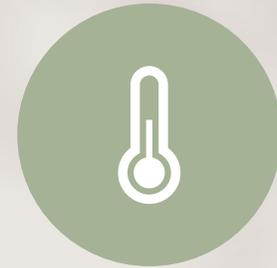
ENERGY REGULATORY
REQUIREMENTS



COOLING OFF PERIOD



TIMING



NON-COMPLIANCE

ENERGY REGULATORY REQUIREMENTS



Required Information

Single written disclosure statement

- Content of required information
- (a) all applicable prices, charges, early termination payments and penalties, security deposits, service levels, concessions or rebates, billing and payment arrangements and how any of these matters may be changed;
 - (b) the commencement date and duration of the contract, the availability of extensions, and the termination of the contract if the small customer moves out during the term of the contract;
 - (c) if any requirement is to be or may be complied with by an electronic transaction—how the transaction is to operate and, as appropriate, an indication that the small customer will be bound by the electronic transaction or will be recognised as having received the information contained in the electronic transaction;
 - (d) the rights that a small customer has to withdraw from the contract during the cooling off period, including how to exercise those rights;
 - (e) the small customer's right to complain to the retailer in respect of any energy marketing activity of the retail marketer conducted on behalf of the retailer and, if the complaint is not satisfactorily resolved by the retailer, of the small customer's right to complain to the energy ombudsman; and
 - (f) whether an associate of a retailer will receive any commission or fee paid by a retailer by reason of the small customer entering into the customer retail contract.

- EFS/BPID
- Cancellation notice
- Market retail contract
- Direct Debit terms
- Privacy Policy

COOLING OFF PERIOD

01

Customers have the right to withdraw within 10 business days cooling-off period

02

This period commences the day after the customer receives the welcome pack

03

The right to withdraw the customer can be exercised by contacting the retailer either over the phone or in writing

TIMING

The energy regulations require a retailer to provide *required information* 'as soon as practicable'

Non-Compliance



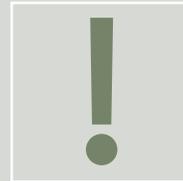
Reportable breach



Civil penalty or further
regulator scrutiny



Loss of revenue



Extended cooling-off
period (unsolicited sale)

COMPLIANT BUSINESS

We can help you bring your business back to compliance. Fixed fee document sets and review.

PREPARE DON'T RESPOND

We keep our clients informed as to changes before they occur.

CONTACT DETAILS

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