

You are entering into an agreement between you and your Body Corporate or Owner (**Body Corporate or Owner**) in relation to which Altogether Solutions Pty Ltd ABN 51 130 008 196 (**Altogether, we, our or us**) is disclosed agent of the Body Corporate or Owner.

Your site is an Embedded Network, which means the Body Corporate or Owner purchases utilities directly from a supplier in bulk for your community.

If you have any queries about the supply of utilities to your premises, please call us on 1300 803 803 Monday to Friday (excluding public holidays) between 8:30am and 5:00pm or email us at www.altogethergroup.com.au.

1. **Altogether is agent for Body Corporate or Owner:** You acknowledge and agree that you are entering into an agreement between you and the Body Corporate or Owner for the supply of energy, thermal services or potable water, as applicable. You further acknowledge that:
 - a. Altogether has been appointed as disclosed agent by your Body Corporate or Owner to administer that agreement;
 - b. Altogether does not sell or supply energy, thermal services or potable water and only acts as agent of the Body Corporate or Owner in the supply of the applicable utility services;
 - c. the Body Corporate or Owner is responsible for complying with its electricity retail and network exemption conditions applicable to your community;
 - d. by consuming energy, thermal services or potable water, and then paying an invoice for that consumption issued on behalf of the Body Corporate or Owner, you have entered into a binding agreement on these terms with the Body Corporate or Owner for the supply of it; and
 - e. the Body Corporate or Owner is not subject to all the obligations of an authorised retailer, and that you as an exempt customer will not receive the same protections as you would if you were purchasing from an authorised retailer.
2. **Move In (Application):** To establish your account with the Body Corporate or Owner please complete an application at www.altogethergroup.com.au
3. **Tariff Rate and Charges:** The tariffs and associated fees and charges for the services under this agreement are available by contacting us prior to your application and are confirmed in the Welcome Letter, which will be sent to you upon receipt of your application. Tariffs are varied from time to time; if there is a change to the tariffs, we will notify you of any variations as soon as possible and in any event no later than your next bill or following any changes in applicable laws and codes.
4. **Move In and Move Out:** You are responsible for payment of charges in respect of supply of utilities to the premises until you have given notice to Altogether that you have vacated the premises or no longer require the supply of utilities to the premises.
5. **Allowable charge (electricity only):** The amount of any allowable charge must not be greater than that charged under the relevant local area retailer's standard retail contract.
6. **Retailer of Choice (electricity only):** Small Customers have the right to purchase electricity from their choice of Authorised Retailer. For Small Customers in the Body Corporate or Owner service area, the meter may need to be changed to enable switching to a new retailer. Any costs involved in such a change are not payable by the Body Corporate or Owner or its agents. Information on metering options that would allow switching to a new Authorised Retailer should be sought from the proposed Authorised Retailer.
7. **Applicable Conditions (electricity only):** As an exempt electricity retailer, site-specific conditions are applicable and the Body Corporate or Owner must comply with these conditions under the *AER Exempt Selling Guidelines*. To obtain exact information relating to your site, please contact us – see clause 19. You may also view the guidelines at www.aer.gov.au and search for *AER Exempt Selling Guidelines*.
8. **Site Conditions:** R1 - Retail Commercial, R2 - Retail Residential, R5 - Retail Large User, R3 - Retail Retirement, R4 - Retail Caravan Park.
9. **Concessions & Rebates:** If you hold of a valid Pension, Health Care, Seniors, Veterans Affairs or Asylum Seekers Card you may be able to claim an electricity rebate. Our website www.altogethergroup.com.au also gives general information about the availability of government or non- government utility rebates, concessions and relief schemes for which you may be eligible.
10. **Applying government rebates or concessions:** If you receive a government funded rebate, concession or form of relief for a service that we provide to you Altogether may, where permissible:
 - a. at first instance, apply it to an outstanding electricity supply bill; and
 - b. Subsequently, apply it across (if applicable) an outstanding thermal services bill.
11. **Life Support:** You are classified as being life support dependent if you depend on any of the following: oxygen concentrator, intermittent peritoneal dialysis machine, kidney dialysis machine, chronic positive airway respirator, Crigler Najjar syndrome phototherapy equipment or use a ventilator for life support. In order to confirm the registration of your premise as having Life Support Equipment please email us via www.altogethergroup.com.au.
12. **Disconnection:** You acknowledge that Altogether on behalf of your Body Corporate or Owner abides by the reminder, warning and disconnect notice process as defined in the *AER Exempt Selling Guidelines*. If accounts are not paid on time by the nominated due date, we will implement the appropriate fees and charges. Before Disconnecting your Premises, we must comply with relevant warning notice requirements and other provisions in any Applicable Law. However, we are not required to provide
 - a warning notice prior to Disconnection in certain circumstances, eg where there has been illegal or fraudulent use of Electricity Services at your Premises or where there is an emergency or health and safety issue.
13. **Paying your bill:** You must pay to us the amount shown on each bill by the date for payment (**the pay-by date**) on the bill. The pay-by date will be no earlier than 13 business days from the date on which we issue your bill. If you have not paid your bill by the pay-by date, we will send you a reminder notice that payment is required. The reminder notice will give you a further due date for payment which will be not less than 6 business days after we issue the notice.
14. **Multiple Services:** If applicable, we may send a bill for multiple services that we provide, to you i.e. in addition to energy services, we may also include charges relating to thermal services you have with us. Any part payment received for a bill issued by us for multiple services will be first applied to repay the energy services portion of that bill.
15. **Payment Assistance:** If you have difficulties paying your bill, you should contact us as soon as possible. We will provide you with information about payment options. The *Home Energy Emergency Assistance scheme* is available to eligible electricity consumers in Queensland under the *AER Exempt Selling Guidelines*. For those customers experiencing financial hardship, there may be additional assistance available through the exempt seller hardship policy which can be found here: <https://information.altogethergroup.com.au/governance/Exempt%20Seller%20Customer%20Hardship%20Policy.pdf>
16. **Security Deposit:** If you are the occupant of the premises you may be required to pay the Body Corporate or Owner a refundable security deposit for an amount determined by them. Security Deposits are set in accordance with National Energy Retail Rules and Laws and in accordance with *AER Exempt Selling Guidelines*. The Body Corporate may commence proceedings against you for recovery of the outstanding charges and any interest, including its legal and other costs and expenses.
17. ALTOGETHER may apply changes to fees, invoices, services or any other part of our business as per internal business or regulatory requirements/changes. We communicate any changes with you through our bill delivery.
18. **Privacy:** We adhere to the Australian Privacy Principles under the *Privacy Act 1988* (Cth) when collecting, using, storing and disclosing information contained in this Application. We and the Body Corporate or Owner will comply with all relevant privacy legislation in relation to your personal information. You consent to us and the Body Corporate or Owner:
 - a. sharing your account information with each other for the purposes of administering your account - this may include account name, account contact details including the supply address, phone number and email associated with the account, account balances, payments made on the account and account aged debt; and
 - b. disclosing information contained in your Application to a credit reporting agency for the purpose of obtaining or creating credit information files.
19. **Disputes & Complaints:** If you make a complaint, we must respond to your complaint within the required timeframes as set out in our standard complaints and dispute resolution policy available from www.altogethergroup.com.au and reasonable endeavours will be made to resolve the dispute. Small electricity customers also have a right to refer complaints or disputes under this agreement to the Energy and Water Ombudsman Queensland or the Energy and Water Ombudsman NSW as applicable, or to any other relevant external dispute resolution body in the state or territory in which you are located.
20. **Termination:** The Body Corporate may terminate this agreement if the administration agreement between the Body Corporate or Owner and Altogether ends. Termination will not affect any amounts owing or rights accrued up to the time of termination. These monies will still be owed to the Body Corporate or Owner.
21. **How to contact us:** Please call us on 1300 803 803 Monday to Friday (excluding public holidays) between 8:30am and 5:00pm or email us via www.Altogethergroup.com.au