

altogether.

Community Support Program

The utility that innovates inspires and creates communities of
the future

Community Support Program

1. The customer consents and agrees to Altogether collecting and using personal information held by the Site Owner or by Altogether concerning the customer (excluding any sensitive information, ie health or life support details, which the customer informs Altogether in the manner and within the time provided in the Welcome Letter that the Customer does not consent to Altogether collecting from the Site Owner or Altogether), including electricity consumption, metering, billing and payment date and history (and any related or similar information), for the purpose of this agreement and any Energy Law, and for:
 - a. providing information to the customer, including in relation to:
 - i. power of choice, being the freedom for the Customer to choose an energy retailer of its own choice;
 - ii. Energy Tariff information including terms of supply;
 - iii. Energy Charge calculation methods;
 - iv. how to complain or lodge a dispute; and
 - v. customer protections;
 - b. administering customer payment plans;
 - c. providing payment relief to the customer while the customer is a participant in the Community Support Program;
 - d. invoicing the customer for energy consumed; and
 - e. estimating meter readings.
2. Altogether will not use the information referred to in clause 1 to offer to sell the customer any other products and services other than the services provided under this agreement, unless the customer provides consent.
3. Altogether will not provide data relating to the customer to a third party for any purpose other than:
 - a. to enable delivery of energy services under this agreement;

- b. meet any legal and regulatory compliance obligations;
- c. to an authority such as an energy ombudsman, regulator or distributor;
- d. where the customer has requested the data be provided to a third party or the Customer has given their consent to that provision;
- e. to Altogether for the purpose of carrying out services as billing agent of Altogether; or
- f. in accordance with any relevant law and regulation, including Energy Law

Energy Tariffs and Energy Charges

4. The Energy Tariff applicable to the Community Support Program is located at www.altogethergroup.com.au
5. While the Customer is a participant in the Community Support Program, the: a. residential Energy Tariff will be fixed until 30 June 2021; and b. small business Energy Tariff will be agreed with each business customer at the commencement of supply.
6. Except where Altogether is entitled to estimate energy consumption in accordance with the terms of the Energy Supply Agreement (and any applicable rules), Energy Charges will be calculated as the metered consumption at each Child Meter multiplied by the customer's residential or small business Energy Tariff.
7. Altogether will invoice the customer on a monthly basis, or at least once every 90 days in accordance with Energy Law or as otherwise provided in the Energy Supply Agreement.

Community Support Program

8. The Community Support Program is available to an eligible customer only while:
 - a. Altogether is the Embedded Network Operator for the Building; and
 - b. the customer is a resident or commercial tenant in the Building.

9. The customer acknowledges that it will no longer be eligible (and will cease) to participate in the Community Support Program if Altogether ceases to be the Embedded Network Operator for the Building.
10. Subject to clauses 8, 9 and 11, the customer is eligible to join the Community Support Program if they:
 - a. are a resident of or a small business in a property connected to the Embedded Network;
 - b. are the active Utility Account holder;
 - c. are supplied electricity by Altogether;
 - d. irrevocably authorise Altogether to process, apply for, and receive for the purpose of funding the Community Support Program, including to apply in payment of amounts owing by the customer to Altogether, any energy concession, grant or allowance available to the customer; and
 - e. are a residential customer, and at the time of registration in the Customer Support Program, they:
 - i. have on or after 1 March 2020 registered with Centrelink their intention to make a Centrelink claim;
 - ii. are a recipient of a JobKeeper payment or any similar form of government (Federal or State) relief, payment or subsidy in connection with COVID-19;
 - iii. hold a Concession Card valid in their state of residence;
 - iv. have applied for a concession card and are waiting for the application to be processed; or
 - v. are a sole trader and their revenue has reduced by more than 20% relative to a comparable period a year ago (of at least a month) due to COVID-19; and
 - f. are a small business customer, and they:
 - i. consume less than 100MWh per annum; and
 - ii. for non-accommodation businesses, the business has temporarily ceased trading since 1 March 2020; or Subject to clause 2, the customer is eligible to join the Community Support Program if they:
 - g. are a residential or a small business customer supplied electricity by Altogether;
 - h. irrevocably authorise Altogether to process, apply for, and receive for the purpose of funding the Community Support Program, including to apply in payment of amounts owing by the customer to Altogether, any energy concession, grant or allowance available to the customer; and
 - i. are a residential customer, and at the time of registration in the Customer Support Program, they:
 - i. have on or after 1 March 2020 registered with Centrelink their intention to make a Centrelink claim;
 - ii. are a recipient of a JobKeeper payment or any similar form of government (Federal or State) relief, payment or subsidy in connection with COVID-19;
 - iii. hold a Concession Card valid in their state of residence;
 - iv. have applied for a concession card and are waiting for the application to be processed; or
 - v. are a sole trader and their revenue has reduced by more than 20% relative to a comparable period a year ago (of at least a month) due to COVID-19; and
 - vi. are a small business customer, and they: i. consume less than 100MWh per annum; and ii. for non-accommodation businesses, the business has temporarily ceased trading since 1 March 2020; or iii. for accommodation businesses, the business has seen a reduction in revenue by 50% or more relative to a comparable period a year ago (of at least a month) due to COVID-19.
11. Subject to clause 3, the customer will be accepted into the Community Support Program by:
 - a. agreeing to these Community Support Program Terms and Conditions; and
 - b. providing written evidence of their eligibility under clause 1c or 1d(as applicable) to

- Altogether in a form and substance acceptable to Altogether, acting reasonably.
12. The customer will be not be permitted to join the Community Support Program and are ineligible to do so if they:
- a. are already registered with the Community Support Program;
 - b. do not agree to the Community Support Program Terms and Conditions;
 - c. do not provide evidence of their eligibility under clause 1c or 1d (as applicable) that is acceptable to Altogether, acting reasonably;
 - d. provide false or misleading information;
 - e. have been previously expelled from the Customer Support Program for any reason;
 - f. have previously been a beneficiary of the Community Support Program for 6 months or more; or
 - g. are participating in an Altogether hardship program;
13. The customer may be expelled from the Community Support Program by Altogether if:
- a. Altogether becomes aware that the customer provided false or misleading information to Altogether;
 - b. the customer has been refused, rejected, disqualified from or had revoked for any reason, any of the eligibility criteria set out in clause 1; or
 - c. Altogether determines that the customer's energy use is excessive, is otherwise unreasonable or unlawful or is not in keeping with the Fair Use Policy.
 - d. If a Customer is expelled from the Community Support Program the Community Support Program will end in respect of that Customer and the customer will no longer be entitled to the benefits of that program; and
 - e. Altogether may withdraw any or all benefits applied to the Utility Account of the customer and the customer must pay any outstanding charges on the Utility Account as though they had never been a member of the Community Support Program.
14. If a Customer is expelled from the Community Support Program:
- a. the Community Support Program will end in respect of that Customer and the customer will no longer be entitled to the benefits of that program; and
 - b. other than in the circumstances set out in clause 13d, Altogether may withdraw any or all benefits applied to the Utility Account of the customer and the customer must pay any outstanding charges on the Utility Account as though they had never been a member of the Community Support Program.

Increased Costs Event

15. If an Increased Costs Event occurs after Commencement Date, Altogether may:
- a. charge the Energy Tariff applicable to the customer on the basis of a reasonable estimate by Altogether of the increase in direct or indirect costs, or the reduction in benefit, likely to be imposed on, or incurred by Altogether in purchasing or selling to the customer energy, as a result of the Increased Costs Event;
 - b. apportion increased costs or reductions in benefit among its customers using reasonable methods of averaging, attribution or any other method of calculation or approximation; and
 - c. charge such additional amounts by way of an increase to an existing charge under this agreement, or a new charge.

Definitions

AER means the Australian Energy Regulator.

Child Meter means the privately owned off-market energy meter used to measure energy consumption at a Customer's premises.

Community Support Program means the scheme created by Altogether to provide Customer payment relief, effective 1 March 2020, in response to the COVID-19 pandemic.

Community Support Program Terms and Conditions means those terms and conditions for the Community Support Program available at www.Altogetherutilities.com.au/joincsp.

Concession Card means: (a) a pensioner concession card; or (b) a health care card; or (c) a senior's health card.

COVID-19 means the Coronavirus disease responsible for a pandemic as declared by the World Health Organisation on 11 March 2020.

Energy Charges means the charges payable by a Customer for its energy consumption, calculated on the basis of an energy tariff and Child Meter reading or estimation, or if a supply is unmetered, other calculation methods.

Energy Law means any statute, regulation, code, rules, direction, mandatory guideline, licence condition or other regulatory instrument which governs or affects any one or more of the price of electricity, the cost to Altogether of purchasing or selling electricity, the delivery of electricity, the sale of electricity to the Customer or the electricity industry generally.

Energy Supply Agreement means Altogether's Electricity Supply Agreement (small customer) and Altogether's Thermal Services Agreement, published at www.altogethergroup.com.au as applicable, as amended, updated or replaced from time to time.

Fair Use Policy means determination by Altogether, acting reasonably, that the Customer's usage is excessive and unfair to other members of the Community Support Program. Substantial increases in electricity usage or other behaviour inconsistent with reasonable personal use could affect a Customer's eligibility for the Community Support Program or result in expulsion from the program.

Increased Costs Event means where: a) a new tax is imposed or the basis for imposing or calculating any tax changes; b) Altogether incurs any liability, cost or reduction in benefit due to or arising from the introduction of, or a change to an Energy Law or a change to the interpretation or effect of an Energy

Law; c) the principles upon which use of system fees relating to the use of transmission or distribution systems are changed; d) a change to the transmission or distribution system charges as approved by the Australian Energy Regulator from time to time; or e) the expiration, renewal or amendment of a Gate Meter Contract.

JobKeeper means the temporary scheme of that name introduced by the Federal Government in March 2020 and open to businesses impacted by COVID-19.

Altogether means Altogether Solutions Pty Ltd ACN 130 008 196.

Site Owner means the owner of the land or building where the premises are located.

Utility Account means the energy account held by the Site Owner relating to an active and current Customer as at the Commencement Date and includes all data held by Altogether on behalf of the Site Owner as required to service the Customer (such as name and address), payment data (such payment history and direct debit details), utility meter data (such as meter numbers, locations and historic meter readings) and customer service history.