

altogether.

Community Support Program

The utility that innovates inspires and creates communities of
the future

Community Support Program

1. Subject to clause 2, the customer is eligible to join the Community Support Program if they:
 - a. are a residential or a small business customer supplied electricity by Altogether;
 - b. 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
 - c. 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.
2. 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.
3. The customer will 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 a Altogether hardship program;
4. 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.

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

Definitions

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 these 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.

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.