



PO Box 7285
Melbourne, VIC 3004
1300 49 40 80
www.ocenergy.com.au

The Owner/Occupier
35-47 Coventry Street,
Southbank, VIC 3006

Dear Sir/Madam,

Re: Supply of Electricity to The Guilfoyle, Southbank

The Guilfoyle has been built using an embedded electrical network contracted to OC Energy Pty Ltd for the supply of electricity. To get electricity connected to your apartment, you will need to apply formally to OC Energy Pty Ltd for electricity supply in one of the following ways:

1. Online: Visit our website at www.ocenergy.com.au click 'Get Connected' and complete an application form online.

2. Complete the Application Form accompanying this letter and return to us

By email to: info@ocenergy.com.au

By post to: OC Energy Pty Ltd
PO Box 7285
Melbourne, VIC 3004

The electricity supply infrastructure that was installed at The Guilfoyle was constructed as an embedded network, so that on-going network costs would be reduced and bulk-buying of energy would be possible. The benefit to the occupier or tenant is a more competitive standing rate for their electricity usage than is available from other retailers, as well as reduced common area costs.

For further information, please visit our website at www.ocenergy.com.au or call 1300 49 40 80.

Yours faithfully,

OC ENERGY PTY LTD

Frequently Asked Questions



Who is OC Energy?

For nearly a decade, we have been empowering all of our customers to save on utility expenses by bringing them into the innovative and convenient world of embedded networks. Our personalised, connected and knowledgeable Australian based customer service team has saved many singles, couples and families time, money and headaches!

What is the role of OC Energy?

OC Energy Pty Ltd are specialists in embedded networks. We have been engaged by the Owners Corporation/Body Corporate to manage the meter reading, billing, reconciliations and customer relations so that the embedded network is operated effectively. Payment by occupiers/tenants for their energy usage is made directly to OC Energy via a wide range of methods.

What is an embedded network?

In simple terms, an embedded network is the electrical infrastructure that allows us to buy electricity in bulk for a development and distribute this to residents. The main benefit of this infrastructure is that it allows us to pass on the upfront cost savings of our bulk buying to residents. For more information on embedded networks go to www.ocenergy.com.au/customer/embedded-networks-explained/.

What are the benefits of OC Energy's Embedded Network?

- Upfront cost savings on electricity rates*
- No lock-in contracts
- No late payment fees
- We keep the lights on for you when moving into new developments**
- Your meter is read, not estimated***
- Australian-based customer service team that is familiar with your particular apartment building

Do I have the right to choose an energy retailer?

Yes, electricity customers are able to choose their energy retailer. OC Energy are happy to assist if you're thinking about leaving the network. Feel free to contact us by calling **1300 49 40 80** or emailing pricing@ocenergy.com.au.

How often will I receive bills from OC Energy?

OC Energy issues bills every one or two months depending on your building. Your OC Energy bill will state the estimated date of the next scheduled meter reading for your apartment. You can expect to receive your OC Energy bill 1 to 2 weeks after the date of the meter reading. Bills will always be based on actual meter reads, never estimates***.

What tariff am I on?

The most obvious place to find your tariff is on your most recent bill. If you need assistance, please call us on **1300 49 40 80** or email us at info@ocenergy.com.au – don't forget to include your address and account details.

How can I pay my OC Energy bill?

OC Energy offers a range of payment options, including:

Credit/Debit card: Please call **1300 49 40 80** or visit www.ocenergy.com.au

Direct Debit: To set up your direct debit payment or to update your payment details fill out the Direct Debit Application form and email it to billing@ocenergy.com.au. Alternatively, you can mail it back to us via: PO Box 7285, Melbourne, Vic, 3004.

BPAY: Please refer to invoice for Biller Code and your customer reference number.

Pay in Person: By attending any Australia Post Office outlet and using the barcode provided on your bill.

Cheque/Money Order: Mail your cheque or money order (payable to OC Energy Pty Ltd) together with the payment slip from your bill to:

OC Energy Pty Ltd
PO Box 7285
Melbourne Vic 3004

Further payment information can be found on OC Energy invoices or online at www.ocenergy.com.au/customer/pay-bill/.

What should I do if there is an interruption to my electricity supply?

Energy providers do their best to avoid interruptions, but from time to time unforeseen events may affect your electricity supply. Your first step should be to check whether the electricity outage affects only your apartment. Do your neighbours have power? Is there still power in the common areas? If the interruption has affected only your property, please check that all the switches in the switchboard are in the 'on' position and/or contact your preferred electrician for assistance. If the outage extends to neighbouring properties, you should contact your building manager or leasing agent to report this issue. You should then contact your distributor, this information can be found at the top of a previous bill, or you can contact us on **1300 49 40 80**.

I am renting out my apartment – what do I need to do?

Please ensure that the incoming tenant and your managing agent are aware that OC Energy operates the embedded network for the development. Your tenant will need to provide us with certain information in order to enable the electricity account to be transferred into their name. This information can be provided via the connection form available on our website at www.ocenergy.com.au. Alternatively, your tenant can contact us directly by calling **1300 49 40 80** or by emailing info@ocenergy.com.au.

What should I do if I'm moving out of my apartment?

As soon as possible, please notify us of the date you intend to move by filling out and returning to us the disconnection form available by visiting the 'Move Out' page on www.ocenergy.com.au. You must ensure that a forwarding postal address is provided to us prior to moving out of your apartment. We will then arrange for a meter reading to be undertaken and for a final bill to be issued to you at your forwarding address.

What should I do if I need life support equipment?

If someone uses life support equipment at your property you must register with us. To register you need to call us on **1300 49 40 80** or email us at life.support@ocenergy.com.au. You will need to provide us with a Life Support Certificate completed by a registered medical practitioner. Once registered with us, we will notify you of any planned outages. There may be unplanned power outages due to unforeseen events beyond our control, so be sure to have a detailed emergency plan in place. If you do not register, we will not be able to provide you with practical advice in the event of a power interruption or failure. Make sure your telephone contact details are kept up to date and you must let us know when life support equipment is no longer required at your property.

Am I entitled to a concession on my OC Energy bill?

Depending on your individual circumstances, you may be entitled to a concession on your electricity account. Concessions may be available to customers holding an eligible Pensioner Card, Healthcare Card or Goldcard. Concessions may vary depending on state. For more information email us at concessions@ocenergy.com.au

For further information on OC Energy, please visit our website at www.ocenergy.com.au or call **1300 49 40 80**.

*Cost saving are upfront compared to standing charges of major retailers. **Lights are on for up to a month from the first settlement date. Charges will begin as soon as you start using your utilities ***Unforeseen events may prevent us from performing actual reads.

Energy Price Fact Sheet

CitiPower Distribution Zone



Customer type	Distributor	Tariff type	Offer type	Release date	Tariff Code
Residential	OC Energy Embedded/ CitiPower Network	Single Rate	Market offer	July 18	VICCP018B1

Electricity tariff rates

Pricing Details	Price (exc. GST)	Price (inc. GST)
All Usage	20.63 cents per kWh	22.693 cents per kWh
Daily Supply Charge	117.50 cents per day	129.25 cents per day

Daily Supply Charge: a charge that applies for supplying electricity to your property for each day of the billing period, regardless of how much electricity you use.

kWh: a 'kWh' stands for kilowatt hour and is the unit of measurement for your electricity usage.

Electricity offer details

Offer Details	
Contract Expiry	Continues in market until withdrawn by us upon notice to you
Contract Term	No contract term
Price Changes	Prices are not fixed and may be varied in line with our terms and conditions. We will provide you with notice of any price changes as soon as practicable, but no later than your next bill
Discounts	Not applicable
Cooling-off period	10-business days from the date of the contract
Solar feed-in tariffs	Not Applicable
Eligibility	Applicable to embedded network residential customers contracted after 31 Jan 2018
Billing Cycle	Every month

Fees	Details (all amounts shown inclusive of GST where applicable)
Exit fee	Not applicable
Standard Move Out Disconnection fee	\$22.00 fee may apply for disconnecting your property on move out. This fee can vary for work done outside of normal business hours. Details at www.ocenergy.com.au/service-fee-schedule/
Standard Energisation fee	\$55.00 fee may apply for connecting your property on moving in. Standard Move In aims for connection within two business days. This fee can vary for work done outside of normal business hours. Details at www.ocenergy.com.au/service-fee-schedule/
Express Connection	\$75.00 fee may apply for requests for connection within the next business day for requests received by 12noon
Reconnection	\$55.00 fee may apply for reconnection of electricity supply after disconnection for credit reasons
Credit Card Payment Charge	A payment processing fee of up to 0.45% may apply on your next bill for payments made using a credit card
Paper Bill charge	\$2.30 fee may apply for the provision of paper bills
Australia Post Payment Processing Fee	\$2.00 fee may apply for over the counter payments made at Australia Post
Account Set-up charge	\$20.00 fee may apply to the first bill after move in where applicable
Cheque dishonour fee	Passed through at cost
Direct Debit dishonour fee	\$2.70 fee may apply to your next bill
Special Meter Read Fee	\$45.00 may apply for a request to manually read a meter or \$0 for remotely read meter
Service Technician Fee	\$175.00 fee may apply where a technician attends the premises but the fault is found to be within the customers control, for example if the main switch is off or customer switch board circuit breaker trips
Metering Investigation	\$145.00 may apply where a meter test is carried out on a customer request and no fault is found with the meter
Late Payment (accounts not paid by the due date)	Not applicable



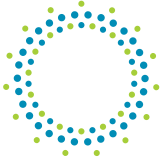
Contact details for enquiries

Retailer	Address	Phone number	Retailer's website	Full terms and conditions
OC Energy Pty Ltd ACN 144 655 514	PO Box 7285 Melbourne VIC 3004	1300 49 40 80	www.ocenergy.com.au	Full terms and conditions can be obtained from www.ocenergy.com.au/terms-and-conditions or by contacting our Customer Service Team on 1300 49 40 80.

For further details on the information presented in this Energy Price Fact Sheet or for further information, please visit www.ocenergy.com.au or call us on 1300 49 40 80.

As a customer within an embedded network you have the option of seeking alternate retail energy pricing offers from retailers. Should you opt to leave the embedded network, you will receive an energy only bill from your retailer of choice and a second distribution network charges bill from OC Energy.

This Energy Price Fact Sheet is presented in accordance with requirements of the Essential Services Commission (ESC) - the independent regulator of the retail energy industry in Victoria. For information about choosing an energy retailer and to compare electricity and gas retailer offers available to you, visit <https://compare.switchon.vic.gov.au/>.



OC ENERGY IS THE ELECTRICITY PROVIDER FOR YOUR BUILDING

Your building has been built with an embedded electrical network which enables OC Energy to establish a dedicated electrical supply allowing the bulk-buying of electricity.

The primary benefit to the resident is a competitive rate for electricity.

BENEFITS

- Upfront cost savings on electricity rates*
- No lock-in contracts
- No late payment fees
- We keep the lights on for you when moving into new developments**
- Your meter is read, not estimated***
- Australian-based customer service team that is familiar with your particular apartment building

*Cost saving are upfront compared to standing charges of major retailers. **We supply electricity for up to a month from the first settlement date. ***Unforeseen events may impair us from performing actual reads.

WHERE ENERGY COSTS YOU LESS

Create an account and save.
Visit: www.ocenergy.com.au



www.ocenergy.com.au

MELBOURNE | SYDNEY | BRISBANE

call

1300 494 080



oc energy