

Welcome

to Ergon Energy Retail for your home!



MR A SAMPLE
123 FAKE ST
TOWN QLD 4700

Account number: A-12345678
Premises address: 123 FAKE ST, TOWN QLD 4700

Hi there,

Thanks for choosing us for your home electricity needs. We're proud to employ Queenslanders right across the state. We love our communities and playing our part in helping them thrive. We're here for you, because we're 100% Queensland owned. It's your energy.

We offer a range of great services including;

- My Account - our on-line, self-service customer portal
- Easy to understand billing options
- Tariffs that suit your household needs
- Energy tips to help save you money
- Assistance in accessing any rebates or support programs that you may be eligible for

Your *bill*

The billing information you'll receive is set out in clearly labelled sections so you can easily see your account details, your usage information, the amount to pay and when it's due. There are many ways you can pay your electricity account, including the method and frequency. We know it can be difficult sometimes to pay by the due date, so we're here to help should you face that situation. All you need to know about billing and payments can be found here ergon.com.au/retail/residential/billing-and-payments

Easy ways to pay

We offer a number of convenient payment options to suit your needs. There are many easy ways to pay including online, BPAY, Electronic Funds Transfer, over the phone with credit card and in person at your local Australia Post. You can even get ahead by using direct debit with payments transferred from your nominated account automatically. Check out all the payment options at ergon.com.au/payment-options

Help made for you

You've got better things to do than queue. **My Account** is our online service to manage your electricity account. Use it anytime, anywhere, from your mobile, tablet or computer. Registering is simple - head to our website at **ergon.com.au/register**

If you're a concession card holder, you may also be eligible for a Queensland Government Electricity Rebate which is paid in instalments towards your electricity bill. For details, visit **ergon.com.au/supportprograms**

Access to your meter

Did you know you need to provide safe and convenient access to your electricity meter at all reasonable times? This is essential for us to check and maintain your meter, even if you have a smart meter that is read remotely. For more information or to find out what options are available to you, visit **ergon.com.au/access**

Donate to the Royal Flying Doctor Service

We're proud to be 100% Queensland owned and have been supporting the work of the Royal Flying Doctor Service (RFDS Qld section) since our partnership began in 2000, helping them to raise over \$16 million. See how you can also help the great work of the Flying Doctor by visiting the 'Account Options' section at **ergon.com.au/flyingdoctor**

Our service promise to you

For more information on how we can help you manage your account and ways to better control your electricity use, visit our website at **ergon.com.au/retail/help-and-support**

Rights and obligations

The relationship you have with us comes with responsibilities and obligations on both sides, which are detailed in our Standard Retail Contract. You're responsible for providing and keeping us updated with your current information which is required to provide our services. If a person living at your premises uses life support equipment you must advise us. To obtain a copy, contact us on 13 10 46 or visit us online at **ergon.com.au/contracts**

In addition to this contract, the energy laws and other consumer laws also contain rules about the sale of energy and we will comply with these rules in our dealings with you.

Want to give us feedback? We'd love to hear it so we can keep understanding your needs and provide you with the best service. You can contact us by phone or complete our feedback form online at **ergon.com.au/feedback**

When we receive your feedback, we'll do our best to resolve the issue/s when we first contact you. If we can't resolve the matter then, it will be escalated within our internal complaints handling process.

Should you feel that we haven't fully addressed your query or concern, you may wish to access a free, fair and independent resolution service provided by the Energy and Water Ombudsman Queensland by calling 1800 662 837.

We're here to provide you with great service and the support you need to manage your account, so please let us know if you have any questions.

HELP MADE FOR YOU

The Retail Operations Team

Enquiries and complaints

Ergon Energy Retail
13 10 46 or
[ergon.com.au/contact](https://www.ergon.com.au/contact)

Faults enquiries

Ergon Energy Network
13 22 96

Life-threatening emergencies

Triple Zero (000) or
Ergon Energy Network 13 16 70

Interpreter Service 1300 607 555

Servizi di interpretariato e traduzione
Dolmetscher- und Übersetzungsdienst
Mga serbisyo sa pagsasalin-wika
Tolk- en vertaal diensten

通訳・翻訳サービス

Ερμηνευτικές και Μεταφραστικές Υπηρεσίες

傳譯與翻譯服務



National Relay Service

TTY/voice calls 13 36 77 and
Speak & Listen 1300 555 727

