

2024

NeoGrids Customer Charter

AUSTRALIAN CAPITAL TERRITORY
NEW SOUTH WALES
QUEENSLAND
SOUTH AUSTRALIA
VICTORIA
WESTERN AUSTRALIA



Introduction

Welcome to NeoGrids. This Customer Charter provides a comprehensive guide to our services, your rights, and obligations as a valued customer. At NeoGrids, we are committed to delivering high-quality utility solutions tailored to meet the needs of multi-tenanted environments. This document outlines the standards and practices we adhere to and the support we offer to ensure a smooth and satisfactory experience for all our customers.

About NeoGrids

NeoGrids is an Australian-owned and operated company specialising in providing utility services such as electricity, hot water, and energy-related solutions to multi-tenanted buildings. Our goal is to offer reliable, efficient, and customer-focused services to meet the unique needs of our clients.

Contact Information

- Phone: (03) 6316 5000
- Email: support@neogrids.com.au
- Mail: Level 19, 180 Lonsdale Street, Melbourne VIC 3000
- Website: www.neogrids.com.au

Our Commitment

NeoGrids is dedicated to providing accurate billing services, responsive customer support, and clear, timely communication. We aim to support your utility needs with transparency and integrity, ensuring you receive the best possible service.

Your Agreement

Start and Duration: Your agreement begins on the date specified in your Electricity Plan or the date you accept the agreement and continues until terminated by either party.

Cooling-Off Period: You have a 10business day cooling-off period during which you can cancel the agreement without penalty.

Termination: You may terminate the agreement by giving us at least 10 business days' notice. If you move, the agreement will end from the date you notify us.

Billing and Charges

Billing Frequency: We will invoice you monthly, with data based on actual meter readings whenever possible. If we cannot read your meter, we may bill you based on an estimated reading.

Payment Methods: Payment options include direct debit, credit card, BPAY, GooglePay, Smooth Pay, ApplePay, and any other methods as offered on your bill.

Tariff Changes: We will provide you with at least five business days' notice before any changes to tariffs take effect, except for Queensland customers where we will provide at least ten business days' notice for any price increases. This notice may be by a message to you on your bill.

Life Support

If you or someone in your household requires life support equipment, please notify us immediately to ensure continuous utility supply. Review our Life Support Policy on our website for more details.

Financial Hardship and Assistance

If you are experiencing financial difficulties, please contact us by email at support@neogrids.com.au or by phone on (03) 6316 5000. We offer a range of payment assistance options and can provide information on government support programs.

Moving In and Out

Moving In: When moving in, contact us to set up your utility account. You will need to provide at least one form of identification.

Moving Out: Please notify us at least 3 business days before your move-out date to ensure your account is closed, and you are not charged for utilities beyond your occupancy.

Disconnection and Reconnection

Disconnection: We may disconnect your service for non-payment or safety reasons. We will provide advance notice and details on how to avoid disconnection.

Reconnection: If your service is disconnected, we will reconnect it as soon as practicable once the issue is resolved and any applicable fees are paid. Depending on the reason why your service has been disconnected, reconnection fees may apply.

Feed-in Tariffs and Embedded Generation

Before installing a solar photovoltaic (PV) system, you must obtain consent from us, the Embedded Network Owner, and the Distributor, along with all necessary regulatory approvals. The installation and operation of this equipment must fully comply with the relevant Electricity Laws.

If you have solar PV systems or other embedded generation equipment, we may pay you a feed-in tariff for electricity exported to the grid, subject to regulatory approvals and compliance with all relevant laws.

Privacy and Credit Reporting

NeoGrids is committed to protecting your personal and credit-related information. Our Privacy Policy, available on our website www.neogrids.com.au outlines how we collect, use, and disclose your information.

Complaints and Dispute Resolution

If you have a complaint or dispute, please contact us. We will handle your complaint in accordance with our standard procedures and aim to resolve it promptly. If you are not satisfied with the resolution, you may contact the energy ombudsman in your state or territory for further assistance.

Online Customer Services

You can set up and manage your account online and choose to receive account-related correspondence via email or through our online services. Visit www.neogrids.com.au to get started. By using these services, you agree to conduct transactions electronically, and any information we send you electronically will be considered received.

Interpreter Services

We can assist with interpreter and relay services for customers with language or communication needs. NeoGrids utilises interpreter and relay services to assist with any requirements:

Translating and Interpreting Service: 131 450

National Relay Service:

- Voice Relay: 1300 555 727
- TTY: 133 677
- SMS Relay: 0423 677 767
- Website: National Relay Service - <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>