

## Frequently Asked Questions

January, 2012

If you're a Victorian EnergyAustralia customer, your electricity rates will increase from the 1st January 2012. The following is a list of questions and answers relating to the price change and how this will impact you. If you have further queries, please call us on 13 15 02 (Mon-Fri 8am – 8pm or Sat 8.30am – 12pm) if you are a residential customer or 13 13 67 (Mon to Fri 8am – 6pm) if you are a small business customer.

Question	Answer
Why are prices changing?	<p>The change is due to a number of factors that include:</p> <ul style="list-style-type: none"> <li>• higher network costs that we are charged by your local network provider for supplying energy to your premise</li> <li>• increased costs associated with complying with government energy schemes</li> </ul> <p>The price change does not affect any discounts, concessions or other benefits you receive under your current agreement - they still apply.</p>
How were we notified prices were going to change?	<p>Victorian customers on a market agreement will receive a letter at the end of November 2011 advising of the rate changes. Customers will also receive a bill message on their first bill after 1 January 2012. These new rates are also available on our Victorian website <a href="http://www.energyaustralia.com.au/vic">www.energyaustralia.com.au/vic</a></p>
How much are the prices changing?	<p>As there are several different electricity and gas networks across Victoria, there are different rates for each network area.</p> <p>See the Price and Product Information Statements (PPIS) on our website for the new rates.</p>
When is the price change taking effect?	<p>The price change will take effect from 1 January 2012.</p>

<p>I am not happy about this price change. Can I exit my market agreement?</p>	<p>Yes, under your market agreement you have the right to cancel. Termination fees will be payable (\$20 per fuel) for residential customers.</p> <p>For customers who are on contracts that offer 4%, 6% and 8% (no fixed term agreement), there are no termination fees.</p> <p>There are no termination fees for small business (SME) customers.</p>
<p>If I cancel my market agreement, what happens with my supply?</p>	<p>We will keep supplying you in accordance with our regulatory obligations. However, if you cancel your market agreement, your existing market agreement discounts will cease and you will need to contact a new retailer if you wish to take up a new market agreement.</p>
<p>What happens if I have a bill that covers a period before and after 1 January 2012?</p>	<p>Your bill will be pro-rated so that the period before 1 January 2012 will be billed at the old rates and the period on and after 1 January 2012 will be billed at the new rates.</p>
<p>Are other retailers changing their prices as well?</p>	<p>It is expected that other retailers will also change their prices.</p>
<p>Was the general public consulted about the price rises?</p>	<p>No. When EnergyAustralia signs a customer up to a market agreement we explain the arrangements that apply when we vary rates. In our customer agreements, we state that we generally provide customers with 28 days written notice.</p>
<p>What can I do to reduce my energy bill?</p>	<p>You should have received a flyer with your letter with some helpful tips to reduce your energy usage which could save you money.</p> <p>You can also view our helpful our online energy saving tips for the <a href="#">home</a> or your <a href="#">business</a> or alternatively contact us on 13 15 02 and we can send you a brochure on energy saving tips.</p>

<p>These price changes mean I will have difficulty paying my bill.</p>	<p>EnergyAustralia has a number of payment options that may assist you in paying your bills. To find out more contact us on 13 15 02.</p>
<p>I am on a pension. Does the price change affect me?</p>	<p>Yes, the price change is for all Victorian customers.</p>
<p>I am a pensioner / concession card holder. Given prices have changed does this mean that my Annual Electricity Concession and other concessions have also changed?</p>	<p>The changes to the energy prices will not affect your Annual Electricity Concession or any other concessions you may have.</p>
<p>Will my PureEnergy rates be changing?</p>	<p>Your PureEnergy rates have not changed.</p>

