



EnergyAustralia[®]

IMPORTANT INFORMATION

On 1 March 2011, TRUenergy acquired the EnergyAustralia retail customer base. As part of the acquisition, EnergyAustralia has transferred its rights and obligations under its supply agreements with customers to TRUenergy.

What do these changes mean?

EnergyAustralia's transfer of your electricity supply agreement to TRUenergy means that TRUenergy will from 1 March 2011, be your new electricity retailer. The transfer of your gas agreement will take place at a later date and we will notify you at that time.

How will this affect my current energy supply arrangements?

Your current supply arrangements, including any rates, discounts or rewards will continue as normal **and your prices will not change on 1 March 2011.**

The transition of customer services to TRUenergy will take some time and you will not see any immediate changes. This includes continuing to receive customer services and your bill from EnergyAustralia. For GST purposes however, your bill will include TRUenergy's Australian Business Number (ABN). The Australian Taxation Office has approved the tax invoices and adjustment notes made for the billing period that spans 1 March as being valid for GST purposes where only TRUenergy's ABN appears.

For customers currently paying by direct debit, this arrangement will be transferred to TRUenergy and will continue as normal. If you do not wish your direct debit arrangements to be transferred, please contact EnergyAustralia.

If you currently pay your energy bills by Centrepay deduction, that arrangement will continue, unless you contact us.

Information for customers receiving rebates or concessions.

Some customers may be entitled to rebates or concessions for their energy supply. If you have previously consented to EnergyAustralia obtaining information from Centrelink regarding your eligibility for rebates or concessions, that arrangement will continue unless you contact us.

Who should I call if I have questions about my energy account?

Please continue to call EnergyAustralia for all enquiries.

About TRUenergy.

TRUenergy is one of Australia's largest integrated energy companies that already services more than 1.2 million residential and business accounts across Victoria, South Australia, New South Wales, the ACT and Queensland. Further information about TRUenergy is available on their website, www.TRUenergy.com.au

If you have any questions, further information is available on our website at www.energyaustralia.com.au or please call us on **13 15 35**.

TRUenergy Pty Ltd ABN 99 086 014 968.