



Village Baxter Electricity Welcome Pack

See information enclosed.

For further information, please contact:

Network Energy Services

Phone: 1300 664 521 *for the cost of a local call
(from landlines only)*, or
03 9807 5286

Email: billing@networkenergy.com.au

Please complete and sign the enclosed:

- Form B
- Form D
- Form E

and return to Village Baxter Village Office.

Village Office – Please email all completed forms to:

billing@networkenergy.com.au



FORM A

Discounted Electricity at Village Baxter

Baptist Village Baxter Limited is proud to provide residents with the special facility of being able to purchase their electricity at discounted rates.

Victorian legislation makes provision for a Village such as Village Baxter to structure their electricity supply system and sell electricity to residents at tariffs that are discounted compared to the Victorian Default Offer (VDO).

Residents will also benefit from reduced electricity costs for common areas and Village facilities.

The current Village Baxter electricity rates and discounts are shown on the Village Baxter Discounted Electricity Rates page.

Please complete the 'Exempt Electricity Supplier Agreement form' (**Form B**) to benefit from this arrangement.

Life Support Equipment

Residents who rely on electricity for certain medical equipment are afforded additional protections. More information is provided at Section 10 of Form C.

Customers who require Life Support Equipment should check the 'YES' box on Form B – 'Exempt Electricity Supplier Agreement', and you will be provided the *Life Support Equipment Form*. Please complete the form and return to reception as soon as possible.

Electricity Concessions

Residents who hold a valid concession card should also complete and return the 'Concession Form' (**Form D**). Eligible concession card holders will be eligible to receive energy concessions made available by the Department of Health and Human Services (DHHS).

Payments

For residents who wish to pay their bills by direct debit or direct credit, a "Recurring Payment Request" (**Form E**), is also enclosed. Alternatively, you can wait for your first bill which will display other payment options available on the rear of the invoice.

Please return the completed forms to the Village Office.

Baptist Village Baxter Limited must comply with the Electricity Industry Act 2000, General Exemption Order, Energy Retail Code and other guidelines governing consumer practice. Contained in this information pack is an 'Electricity Supply Charter' (**Form C**) which sets out our undertakings to the customers of the electricity service.

Network Energy Services is the meter reading and billing service provider for Village Baxter. If you have questions please contact Network Energy Services.

Phone: 1300 664 521 for the cost of a local call (from landlines only) or 03 9807 5286

Email: billing@networkenergy.com.au

Website: networkenergy.com.au

Mail: PO Box 2296, Mount Waverley VIC 3149

FORM B

Exempt Electricity Supplier Agreement

I have elected to purchase electricity for my residence from Baptist Village Baxter Limited.

I agree to pay Baptist Village Baxter Limited for the electricity supplied to my residence which is metered and billed in accordance with the General Exemption Order and Energy Retail Code.

Privacy: I understand that my personal information will be treated in accordance with the Privacy Act 1988.

I understand that Baptist Village Baxter Limited has engaged Network Energy Services (a division of Marden Energy Pty Limited ABN 99 076 010 583) to perform meter reading and billing services at Village Baxter. I consent to Baptist Village Baxter Limited providing my name, address and contact details to Network Energy Services for the purpose of this Agreement.

I consent to Baptist Village Baxter Limited taking the necessary steps to provide electricity. This may include arranging meter installation and the exchange with electricity industry participants of information relating to my electricity usage and customer details.

I agree to Baptist Village Baxter Limited providing electricity billing that will accord to the format described in the Energy Retail Code. Tariffs and charges are subject to change and I will be notified of any variation to the tariff in accordance with the Energy Retail Code.

This agreement shall endure until such time as I am no longer a resident of Village Baxter, or until my consent is withdrawn in writing to Baptist Village Baxter Limited, or until Baptist Village Baxter Limited provides notice in writing that it is terminating this agreement.

Resident Details

Name(s): _____

Address: _____

Home Phone: _____ Mobile: _____

Email: _____

Receive invoices by: POST ONLY EMAIL ONLY POST & EMAIL

Do you require Life Support Equipment*? Yes No

** Refer to Form C – Electricity Supply Charter, Section 10, for applicable Life Support Equipment*

Move in Date: _____ / _____ /20_____

Signed: _____ Date: _____ / _____ /20_____

A copy of the Energy Retail Code is available upon request by contacting the Village Office or Network Energy Services.

FORM C

Electricity Supply Charter

This Charter describes the responsibilities we have as (Exempt Person) to our residents (Residential Customers) who we supply with electricity as described in the General Exemption Order and Energy Retail Code.

Our role is to purchase electricity on your behalf, to deliver the electricity to your residence and to charge you for the cost of the electricity and its delivery. We must comply with the Electricity Industry Act 2000, General Exemption Order, the Electricity Network Service Provider - Registration Exemption Guideline and Energy Retail Code and measure the amount of electricity sold using compliant meters.

1. When does this agreement start?

This agreement will commence when you have entered into an **Exempt Electricity Supplier Agreement (Form B)** with us and we have commenced supply to your residence.

2. What and when do you have to pay?

We will sell and bill you for the electricity used by you and for other electricity related services. We will show information on the account as required by the Energy Retail Code including itemised information about your usage, the charges, the amount payable, and the due date. Tariffs and charges are subject to change, and you will be notified of any variation to the tariff in accordance with the Energy Retail Code.

You can pay your account to Network Energy Services by a range of methods that accord to the Energy Retail Code, such as direct debit, credit card, BPay or cheque payments. If you question an amount on an account we will review your query. While the matter is being reviewed you must pay amounts that are not in dispute and that have or will be charged. If the account is not correct then we will correct the account, and if the account is correct then you must pay the account.

3. Hardship

In situations where a customer is experiencing hardship, and having difficulty paying their electricity bill, there are a range of forms of assistance that comply with the Energy Retail Code assistance and hardship requirements for exemption class VR3. These include;

- **Payment Plan:** A customised payment plan can be arranged that enables affordable instalment payments to be made on an agreed frequency to suit the customers financial situation. A customised payment plan can be arranged by contacting Network Energy Services.
- **Energy Advice:** In situations where electricity consumption is higher than expected Network Energy Services can provide energy tips that may assist with cost reductions through lower energy consumption. Energy efficiency advice is also available at the Government website www.energy.gov.au.
- **Government and non-government energy rebates, concessions, relief schemes:** Other forms of assistance may be available in certain circumstances of particular financial hardship, including any relevant government or non-government energy rebates, concessions and relief schemes. Please contact us for further information.
- **To seek assistance or request further information on the forms of financial assistance that are available to you please contact Network Energy Services on 1300 664 521 (local call fee from landline phone), or 03 9807 5286.**

4. Disconnection and reconnection

We will comply with the Energy Retail Code which makes provision for disconnection and reconnection of consumers in certain circumstances.

5. **How to end this agreement**

This agreement shall endure until such time as the consumer is no longer a resident of Village Baxter or until we provide notice in writing that we are terminating this agreement in accordance with the Energy Retail Code. If the consumer chooses to withdraw their consent for any other reason, then they shall provide notice in writing to Baptist Village Baxter Limited.

6. **Other responsibilities**

We have certain responsibilities under the Energy Retail Code which will be observed. Likewise the consumer will be bound where appropriate by the provisions of the code.

7. **In what circumstances are we not liable**

As is the case for other electricity retailers we cannot be responsible for the quality and continuity of the electricity supply however we will use our best endeavours to ensure that you have good supply. We cannot be responsible (beyond legal liability) for damage or loss that may result from variations in electricity and its supply. You must indemnify us for any breach by you of this agreement or your negligence.

8. **Choice of retailer**

In the event that you choose not to purchase electricity from us, you may elect to purchase electricity from a retailer of your choice if available. If a customer chooses to purchase their electricity from a retailer of their choice, then they must arrange for an electricity industry meter to be installed at their home and the cost for the meter change may be borne by the customer.

If you decide to purchase energy from an alternative energy retailer, below are the steps you will need to take:

1. Contact your preferred electricity retailer to request an "energy only" contract. Please note: as your premises are supplied electricity via the embedded network, we will still charge you the network charges.
2. You may need to change the electricity meter to your premises. Please ensure you discuss this with your preferred retailer.
3. Our approval is required for any modifications to electrical infrastructure prior to any works commencing.

9. **Electricity Retail Exemption**

Village Baxter is registered for a Class VR3 Retail Exemption under the General Exemption Order and the electricity supply has been structured so that residents benefit from the electricity on-selling. Whilst an Exempt Person is not subject to all the obligations of a Licensed Seller and residential customers of Exempt Persons do not receive the same protections as they would if they were purchasing from a Licensed Seller they may benefit in other ways from the relationship with Village Baxter and the provisions of consumer legislation and the laws that cover the operation and conduct of a Retirement Village.

The AEMO accredited Embedded Network Manager for Village Baxter is Marden Energy Pty Ltd.

10. **Life Support**

Life support customers who reside in embedded networks are afforded protections under Victorian legislation. We will satisfy the Exempt Person obligations for customers who require, or are intending to require, life support equipment as set out in the Energy Retail Code.

Customers who require Life Support Equipment should check the 'YES' box on Form B: Exempt Electricity Supplier Agreement.

Life Support Equipment refers to any of the following:

- a) an oxygen concentrator
- b) an intermittent peritoneal dialysis machine
- c) a kidney dialysis machine
- d) a chronic positive airways pressure respirator
- e) crigler najjar syndrome phototherapy equipment
- f) ventilator for life support
- g) in relation to a particular customer – any other equipment (whether fuelled by electricity or gas) that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support.

'Other' life support equipment may include, but is not limited to, the following: external heart pumps, respirators (iron lung), suction pumps (respiratory or gastric), feeding pumps (kangaroo pump, or total parenteral nutrition), insulin pumps, airbed vibrator, hot water, nebulizer, humidifiers or vaporizers, apnoea monitors, medically required heating and air conditioning, medically required refrigeration, powered wheelchair.

Please contact Network Energy Services on 1300 664 521 (local call fee from landline phone), or 03 9807 5286, if you have any questions relating to Life Support Equipment.

11. Pricing Rule

It is a condition of the General Exemption Order that the Village electricity tariff must not exceed the maximum price formulated by the Essential Services Commission (ESC) which is published on the ESC website.

12. Concessions

We will use our best endeavours to provide consumers with information regarding government and other electricity relevant concessions that may be available to the consumer and where possible to assist the consumer to lodge claims and be reimbursed for appropriate concessions.

13. Solar & Battery Storage

Residents considering solar panels should first check the Village Baxter solar policy. Solar installations are subject to the requirements and limitations of the local area distributor and relevant regulators. Residents considering solar should contact Network Energy Services.

14. Disputes and Complaints Handling Procedure

Village Baxter has a 3-step approach to managing complaints and disputes for embedded network customers. Consumers also have access to independent dispute resolution.

At any point of contact, the relevant person will:

1. Confirm you are an authorised account representative and create a record of your complaint;
2. Work with you to achieve a resolution that is to your satisfaction;
3. Provide you with a timeframe for resolution if the issue cannot be resolved immediately, and;
4. Keep you up to date on progress of your complaint.

STEP 1: Your initial point of contact is Network Energy Services (NES).

NES is engaged by Village Baxter to manage the day-to-day billing and operations of our embedded network. Any issue or complaint regarding billing and pricing or supply problems should be raised with NES in the first instance.

Network Energy Services

Address: PO BOX 2296, Mount Waverley, VIC 3149

Phone: 1300 661 521 (cost of a local call) or (03) 9807 5286 | **Email:** billing@networkenergy.com.au

Network Energy Services can be contacted Monday to Friday from 9:00 am to 5:00 pm AEST

STEP 2: If you are unable to find a satisfactory resolution with NES, we encourage you to contact Village Baxter Management and an appropriate representative of the team will help resolve your complaint.

Village Baxter

Address: 8 Robinsons Road, Frankston South VIC 3199

Phone: (03) 5971 6390

Village Baxter Management can be contacted Monday to Friday from 9:00 am to 4:00 pm AEST

STEP 3: In the unlikely event a dispute cannot be resolved by Village Baxter Management, the following independent external dispute resolution services are available in your area.

Energy and Water Ombudsman Victoria (EWOV)

Reply Paid 469, Melbourne, VIC 8060

Call: 1800 500 509 | www.ewov.com.au

15. Emergency Contact Numbers

In the event of an **emergency**, contact the emergency services on 000.

The emergency contact phone numbers are shown on each electricity account. They are as follows;

- For Power Disruptions relating to the Network Distribution system (e.g. supply disruptions caused outside the Village) phone United Energy on 132 412.
- For Power Disruptions inside the Village phone the Village Office on (03) 5971 6390.
- For electricity account enquiries phone Network Energy Services during business hours (9am to 5pm, Monday to Friday) as outlined below:

Network Energy Services contact details

Phone: 1300 664 521 (local call fee from landline phone) or 03 9807 5286

Fax: 03 9888 3096

Website: networkenergy.com.au

Email: billing@networkenergy.com.au

Mail: PO Box 2296, Mount Waverley VIC 3149

Energy Concessions

As an electricity customer of Village Baxter you may be entitled to receive the Non-Mains Energy Concession from the Victorian Department of Health and Human Services (DHHS). The concession is paid annually based on the amount paid for electricity in that year.

To qualify for a rebate amount you must hold one of the following approved concession cards:

Centrelink Cards

- Pensioner Concession Card
- Health Care Card

Veterans' Affairs Cards

- Pensioner Concession Card
- Gold Repatriation Health Card

Special Energy Concession

Special energy concessions are available for residents with conditions relating to 'Life Support Machine' or 'Medical Cooling Concession' (medical cooling conditions – Multiple Sclerosis, Parkinson's disease, Lymphedema, Fibromyalgia, Post-Polio).

For any queries, please contact Network Energy Services on 1300 664 521 (local call fee from landline phone) or 03 9807 5286.

What else do I need to know?

- There is a limit of one concession per household
- We cannot process your application if you do not fill in all details. Please do not use an initial; we need to know your full name, customer reference number (CRN), and current address
- If your details on your concession card are not up to date, contact Centrelink. Otherwise the Department of Health and Human Services cannot process your claim
- The Non-Mains Energy Rebate claims will be submitted to the DHHS towards the end of the calendar year for electricity. Please allow eight to ten weeks for the DHHS to process your claim. Payment will be sent to you by cheque by the Department of Health and Human Services

We will use your concession information to apply for future applications for as long you are a resident of Village Baxter with the billing services provided by Network Energy Services.

Privacy statement

This information is collected by Network Energy Services on behalf of the Department of Health and Human Services for the purpose of administering your concessions.

You are able to request access to the personal information that we hold about you, and to request that it be corrected if necessary. Please contact Network Energy Services.

FORM D

Consent to check Centrelink details

Home Address: _____

Note: If there are two members in this household, please provide details of both cards.

Concession Card Holder No. 1

Name (As printed on concession card): _____

CRN (Centrelink) or File number (Veteran's Affairs): _____

Start date: ____ / ____ / ____

Concession Card Holder No. 2 (if applicable)

Name (As printed on concession card): _____

CRN (Centrelink) or File number (Veteran's Affairs): _____

Start date: ____ / ____ / ____

By signing and returning this form, I authorise:

- Network Energy Services to use my concession details to apply for any applicable government utility concession rebates.

I authorise:

- the Victorian Department of Health & Human Services (DHHS) to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink or Veterans' Affairs customer details and concession card status in order to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government Department of Human Services to provide the results of that enquiry to the Victorian DHHS.

I understand that:

- the Australian Government Department of Human Services will use information I have provided to the Victorian DHHS to confirm my eligibility for the concession and will disclose to the Victorian DHHS personal information including my name, address, payment and concession card type and status.
- this consent, once signed, remains valid while I am a customer of the Victorian DHHS unless I withdraw it by contacting the Victorian DHHS or the Australian Government Department of Human Services.
- I can obtain proof of my circumstances/details from the Australian Government Department of Human Services and provide it to the Victorian DHHS so that my eligibility for the concession can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the concessions provided by the Victorian DHHS.

Card Holder No. 1 Signature: _____ Date: ____/____/20____

Card Holder No. 2 Signature: _____ Date: ____/____/20____



Recurring Payments Service Agreement

Direct Debit is a simple and convenient way to make payments straight out of your nominated bank account.

To pay by direct debit, you will need to complete a Direct Debit Request (DDR) Authority with Network Energy Services. If you wish to discuss any terms, please feel free to contact us on 03 9807 5286 or billing@networkenergy.com.au.

Drawing arrangements

1. The first drawing under this Direct Debit arrangement will occur on the nominated day shown as the due date on your invoice.
2. If any drawing falls due on a non-business day, it will be debited from your nominated account on the next business day following the scheduled drawing date.
3. We may vary any details of this agreement or a DDR at any time by giving you at least fourteen (14) days written notice.

Your rights

If you want to make changes to the drawing arrangements, please contact us by telephone or in writing. These changes may include:

1. Deferring the drawing; or
2. Altering the schedule; or
3. Stopping an individual debit; or
4. Suspending the direct debit; or
5. Cancelling the direct debit completely

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to contact us on 1300 664 521 (landline only) or 03 9807 5286 during business hours and we will be pleased to assist you.

Network Energy Services will make every attempt to ensure that direct debit disputes are resolved within 5 business days.

You will receive a refund of the drawing amount if we are unable to substantiate the reason for the transaction.

Your commitment to us

It is your responsibility to ensure that:

1. Your nominated account can accept direct debits (your financial institution can confirm this); and
2. That on the drawing date there is sufficient cleared funds in the nominated account; and
3. That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, Network Energy Services will send a letter to you advising you of the occurrence, and you will need to make alternative payment arrangements.



FORM E

Direct Debit Request Authority

I/We request you Network Energy Services, to debit funds from my/our nominated account at the financial institution according to the details specified below.

Customer Information

Name(s): _____

Address: _____

Email: _____

Direct Debit (Deducted from Savings/Cheque Account)

Name(s) on Bank Account: _____

Name of Financial Institution: _____

BSB: _____ - _____

Account Number: _____

I authorise Marden Energy Pty Ltd (trading as Network Energy Services) to deduct payments on the invoice due date for Village Baxter electricity invoice. I certify that the information above is correct, that I am an authorised designate of the account provided, and that I am authorised to provide this information.

Name(s): _____

Signature: _____

Date: ____ / ____ / 20____

Note: Please return the completed form to Network Energy Services directly or via the Village Office.



Village Baxter Electricity Tariffs

Electricity Tariffs: effective from 29-Dec-21

The Village Baxter electricity tariffs are discounted compared to the Victorian Default Offer (VDO) in the United Energy region (based on a home consuming 4,000 kWh per annum).

The Village Baxter discounted electricity tariffs are shown below.

GST Exclusive Electricity Tariffs	Village Tariffs ex GST
Electricity Usage (\$/kWh)	\$0.20380
Electricity Y8 Usage (\$/kWh)	\$0.14450
Electricity Supply Charge (\$/day)	\$0.82280

GST Inclusive Electricity Tariffs	Village Tariffs inc GST
Electricity Usage (\$/kWh)	\$0.22418
Electricity Y8 Usage (\$/kWh)	\$0.15895
Electricity Supply Charge (\$/day)	\$0.90508

* Baptist Village Baxter Limited ABN: 96 006 640 544 is the Exempt Person at Village Baxter
(Version: 2-May-23)

