



ACN 120 124 101

## Price and Product Information Statement

This Information Statement presents a summary of the tariff and terms and conditions applicable to this offer. If you would like further information or are interested in taking up this offer, follow the links to the quoting page on our website [www.qenergy.com.au](http://www.qenergy.com.au) or email [service@qenergy.com.au](mailto:service@qenergy.com.au) or call 1300 698 992.

## Home Your Way\_Single Rate D1

**DATE OF PUBLICATION: 1<sup>st</sup> January 2016**

This product offer is current until the 31 December, 2016, and applies to the Market Contract for a term of 12 months. A customer may terminate the contract during a 10 business day cooling off period from the date the customer receives this document and the terms and conditions of Market Contract. Termination may be by telephone, email or written notice and does not need to be in any particular form.

A Market Contract will show the start date and the end date in the schedule to the Market Contract. A customer may terminate the Market Contract early by giving not less than 20 business days' notice in writing and paying an early termination fee of \$20.00 (including GST) (an additional early termination fee may apply but will be limited to the pro-rata costs of any incentive provided under your Market Contract). QEnergy may terminate the Market Contract in certain circumstances if the customer is in default. These are set out in the terms and conditions in the Market Contract. QEnergy will give you at least 1 months' notice before the term of the contract expires and not earlier than 2 months before the contract expires. We will notify you of your contractual options. If we continue to supply you with electricity after the term that supply will be subject to any variations we have notified you of in accordance with the terms of the Market Contract.

QEnergy will not vary the retail rate during the initial term of the Market Contract however the network costs (supply charges) and other charges are outside of QEnergy's control and may be varied during the term of the Market Contract by giving the customer at least 20 business days' notice. The customer will also be sent an update of this Price and Product Information Statement within 5 days of any such charge.

If a customer has consented to a direct debit payment agreement, payments will be deducted from the nominated bank account on the same day of each month starting with the date stated on the schedule to the terms and conditions. See Terms & Conditions.

If a customer has consented to a bill smoothing payment agreement, instead of the payments being based on meter readings for each bill, averaged consumption will be

calculated and billed to the customer in regular even amounts in advance and then adjustments will be made to ensure these payments are in line with the customers actual consumption of electricity.

QEnergy offers the following incentives for eligible customers to enter a Market Contract for this product.

### Electricity

Home Your Way: Single Rate	Excluding GST	Including GST
First 333 kWh / month	25.5830	28.1413
Balance	24.6120	27.0732
Supply Charge (c/Day)	116.5170	128.1687

### ELIGIBILITY

The details presented in this Price and Product Information Statement is for residential customers located in Victoria within the Powercor distribution zone.

### About this document

This product information statement is presented in accordance with the requirements of the Essential Services Commission (ESC) – the independent regulator of the energy industry in Victoria. For more information about choosing an energy retailer, visit

[www.esc.vic.gov.au/yourchoice](http://www.esc.vic.gov.au/yourchoice)