

# Warm Welcome

*To be read in conjunction with our Disclosure Statement and General Terms.*

## **ENERGY PLAN**

### **Plan name**

Warm Welcome.

### **Eligibility criteria**

To be eligible for this plan:

1. the Supply Address must be in Victoria, South Australia, New South Wales or the Energex distribution zone of Queensland; and
2. the Market Contract must be your first electricity Market Contract with us for the Supply Address (New Contract),
3. you must
  - a) be a residential customer (which means a customer who purchases energy principally for personal, household or domestic use);
  - b) sign up directly with us and not through a third-party;
  - c) pay your bills in full by direct debit for the life of the plan; and
  - d) receive your bills, notices and other communications Electronically.

### **Additional terms**

1. A payment processing fee of 0.53% will apply to all card payments. You can find a list of our fees and charges at [momentum.com.au/fees](https://momentum.com.au/fees). For direct debit card payments, the fee will be included in the total amount debited. For other card payments, the fee will be added to your next bill.

2. If we reasonably determine that you weren't eligible for the plan (for example, you don't meet our credit eligibility criteria), or you subsequently become ineligible for the plan (for example, you don't continue to pay your bills in full by direct debit), we may end the Market Contract by prior written notice to you. If this happens and we're Responsible for the Supply Address, we'll continue to sell you electricity at the Standing Offer Prices relevant to the Supply Address.
3. We may vary or retire the plan, by prior written notice to you. If we vary the plan, our notice may include a link to details of the variation on our website.

## **EXTRA PRODUCT**

### **\$100 (GST incl) Welcome Credit**

1. To be eligible for the Welcome Credit:
  - a) the Supply Address must be located in Victoria, South Australia, New South Wales or the Energex distribution zone of Queensland
  - b) the Market Contract must be your first electricity Market Contract with us for the Supply Address (New Contract), and
  - c) you must:
    - i. be a residential customer (which means a customer who purchases energy principally for personal, household or domestic use);
    - ii. sign up directly with us and not through a third-party;
    - iii. pay your bills in full by direct debit for the life of the plan; and
    - iv. receive your bills, notices and other communications Electronically.
2. The Welcome Credit is a one-off credit which will be applied to your first electricity bill (excluding a bill issued as a first and final bill).
3. The Welcome Credit cannot be redeemed for cash or transferred to another Supply Address.
4. A payment processing fee will apply to all card payments. You can find a list of our fees and charges at [momentum.com.au/fees](https://momentum.com.au/fees). For direct debit card payments, the fee will be included in the total amount debited. For other card payments, the fee will be added to your next bill.