

## Your Disclosure Statement summarises the important information about our contract with you.

### Commencement date of the contract

Your Market Retail Contract commences when you sign your contract, verbally accept our offer over the telephone or electronically accept our offer online; however the sale of energy to you will not start until the Supply Start Date as explained in your Energy Product Details.

### Duration of contract, Supply Terms and extensions

Your contract is an ongoing contract and will continue until terminated by you or us.

If your ongoing contract includes a Supply Term, we will give you notice that the Supply Term is due to expire. This notice will be given no earlier than 40 Business Days and not later than 20 Business Days before the Supply Term expires. We may include in that notice an offer to amend your contract by including a new Supply Term under the contract and specifying the terms and conditions (including charges) which will apply to the new term.

As per the Market Retail Terms, if within the period set out in that notice, you do not notify us that you reject the offer, you agree that you are taken to have accepted the offer, and this contract will be amended to include the new Supply Term in accordance with the offer. If:

- a) we do not include in that notice an offer to amend your contract to include a new Supply Term; or
- b) you reject our offer of a new Supply Term,

but you continue to consume energy at the relevant Supply Address, then, as per the Market Retail Terms, any energy sold after the relevant Supply Term will be on the same terms (other than provisions expressed to apply only during the Supply Term) and the Standing Offer Prices will apply.

### Cooling-off Period

You are entitled to a Cooling-off Period of 10 Business Days from and including the day after you signed or received this agreement. If you cancel your contract within the Cooling-off Period you will not incur an exit fee. To cancel your contract you must notify us by phone or in writing during the Cooling-off Period. You may also have additional rights to cancel this agreement, if so the details of these are set out in the information attached to this contract.

### Exit fees

The exit fees that apply if you terminate the contract prior to the expiry of your Supply Term (but after the Cooling-off Period) are set out in your Energy Product Details.

### Fees and charges

Your initial Energy Charges are set out in the Energy Product Details. Other fees and charges relating to your meter or Supply Address may also be payable by you under this contract.

For example a payment processing fee may apply when you pay a bill using a payment method that results in us incurring a merchant services fee (including credit card payments); or where a payment is dishonoured. We may also charge you late payment fees if applicable in your state.

Other charges payable may consist of a pass through of amounts charged to us by your distributor or other third parties in relation to services we arrange on your behalf such as disconnection or reconnection. We will advise you of any such amounts for services at the time we make the relevant request. We may apply an administration fee for processing the relevant change.

A complete list of the current fees and charges applicable for each state and distributor (where these vary) is available at [momentum.com.au/fees](https://momentum.com.au/fees). If any of these fees and/or charges are applied to your account it will be itemised on your bill.

# Disclosure Statement

To be read in conjunction with the Energy Product Details and Market Retail Terms For Small Customers

### Variation of Fees and Charges

Unless otherwise specified in your Special Terms, if your contract has a Supply Term:

- a) we will limit the increase in the energy component of your Charges to an annual adjustment to reflect changes in the consumer price index. (The energy component of your Charges includes the cost of purchasing energy we sell to you and our retail operating costs); and
- b) we may vary your Charges to reflect any changes in Pass-Through Costs (this includes network distribution and metering charges and costs relating to government environmental schemes).

If your contract does not have a Supply Term, unless otherwise specified in your Special Terms, we may vary your Charges at any time. If we vary your Charges, we will give you written notice of the changes as soon as practical and in any event no later than on your next bill.

### Concession and rebates

You may be eligible for a concession or rebate on your energy bill under various Commonwealth and State Government schemes. To find out more contact us on 1300 662 778 or visit [momentum.com.au/concessions](https://momentum.com.au/concessions)

### Billing and payment arrangements

You can choose to pay your bill by Direct Debit, BPAY®, Australia Post Bill Pay, by post, with your credit card on our website or by phone on 1300 662 778. We intend to bill you in accordance with the billing period requested by you and if we are not able to do so, we bill you in accordance with the Regulatory Instruments. Your bills will be sent to your nominated email or postal address as per the method shown in the above Energy Plan Details. A complete list of payment options available on our website at [momentumenergy.com.au/paynow](https://momentumenergy.com.au/paynow) and will be provided on each bill.

### Complaints

We value your feedback and endeavor to continually improve our services to you. Unfortunately sometimes we get things wrong, and when we do you have the right to make a complaint and we urge you to call us on 1300 662 778. If this contract was negotiated with you by a marketer working on our behalf you also have the right to complain to us about their energy marketing activity.

We take complaints very seriously and our Customer Care Team will work quickly to offer an effective solution. If you feel your complaint has not been adequately resolved you have the right to lodge your complaint with the Energy Ombudsman in your state. For further details on managing your complaint refer to our Complaints Policy which can be found at [momentum.com.au](https://momentum.com.au)

### Termination of the contract if you move out

You must notify us if you intend to leave your Supply Address, and provide us with an address to which we can send a final bill for your Supply Address.

If you are moving out, the Contract in respect of the Supply Address will end on the later of the date:

- a) of the final meter read; or
- b) that you (or any person permitted by you) cease taking energy from us,

at the Supply Address.

### Service levels

In selling energy to you under your market retail contract, we will comply with the service levels required under any applicable Regulatory Instruments.

### Electronic transactions

Where we have obtained your consent for the use of electronic transactions, (such as acceptance to this offer, or electronic communications between us and you), you will be bound by any electronic transactions you enter into with us.