



REAMPED ENERGY PTY LTD

Disconnection & Reconnection Policy
Version 2

Public Document



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VERSION CONTROL

Version	Amendment	Author and Date
Version 1	Initial Version	Jason Donald - 01.09.2017
Version 2	Document Review	Jason Donald - 25.02.2018



1.0 | INTRODUCTION

Reconnection and Disconnection are a process that fit in to the natural lifecycle of our customers. There will be various scenarios in which ReAmped Energy Pty Ltd (ReAmped) may intend or is required to disconnect or reconnect a property therefore the purpose of this policy is to act as guide on such situations ensuring ongoing compliance with all applicable rules and regulations.

2.0 | DISCONNECTION

Retailer Initiated

ReAmped may arrange for the disconnection of a residential customer's property in accordance with the **National Energy Retail Rules - Part 6 Division 2** if the customer:

- Has not paid a bill by the due date; and
- Has not agreed to pay the bill by instalments, partake in the Hardship Program or, having agreed to these options, has failed to adhere to the arrangement.
- Has not paid a security deposit or has refused to provide acceptable identification; or
- Has denied access to a meter; or
- Is illegally using energy; or
- Is a move-in or carry-over customer and refuses or fails to enter into a retail contract with ReAmped as soon as practical.

Customer Initiated

Where a customer requests their site to be disconnected we will use our best endeavours to de-energize the site, gain a meter reading and if applicable generate and issue a final invoice for the property in accordance with **National Energy Retail Rules - Part 6 Division 2 Clause 118**.



3.0 | DISCONNECTION LIMITATIONS

ReAmped will not arrange de-energisation in accordance with the National Energy Retail Rules - Part 6 Division 2 Clause 116 if:

- They are a customer on life support; or
- A complaint has been made to us directly related to the reason for the proposed disconnection following ReAmped's Complaints and Disputes Resolution Policy, and the complaint remains unresolved; or
- A complaint has been made directly related to the reason for the proposed disconnection to the energy ombudsman, and the complaint remains unresolved; or
- They are a hardship customer or customer adhering to a payment plan; or
- If they have applied for assistance to an organisation responsible for a rebate, concession or relief scheme and a decision on the application has not been made; or
- For any outstanding amount that is not related to the sale of energy; or
- For non-payment of a bill where the outstanding amount is less than \$300 (Inc GST); or
- Where the customer's premises are to be de-energised under rule 111—during an extreme weather event; or
- During the protection period, i.e. on a business day before 8:00am or after 3:00pm, on a Friday, the day before a public holiday, on a weekend or a public holiday, or the days between 20th December and 31st December (both inclusive) in any year.

4.0 | DISCONNECTION NOTICES

Reminder Notice – Disconnection for Non-Payment

To commence our non-payment disconnection or Overdue 'OD' Process the customer support team must first ensure that a Reminder Notice has been sent to the customer's nominated email address, advising that their payment is overdue, and they are subsequently initiating the first phase of this process. This shall be sent on the next business day after the bill due date. The Reminder Notice will include:

- The date of issue.
- An Invoice which includes the outstanding amount and any additional electrical charges
- That payment must be made within 6 business days (notice period) of the notice being issued.
- Details of how the customer can contact ReAmped.

Letter of Intention – Disconnection Other

A Letter of Intention is required in the place of a Reminder Notice for disconnections that aren't related to illegal energy use or non-payment of an invoice. The Letter of Intention will include:

- The date of issue.
- The reason for the intention for disconnection.
- The customer has 5 business days from the notice being issued to resolve the reason for the intention for disconnection.

Disconnection Warning Notice – All Disconnections*



If ReAmped has not received a response after the Reminder Notice or Letter of Intention period, then ReAmped will issue the customer a Disconnection Warning Notice. This Notice is sent to the customer's nominated email address and is issued to warn the customer that they have now progressed through ReAmped's disconnection process and their property may be disconnected. The Disconnection Warning Notice will include:

- The date of issue.
- The reason for the potential disconnection.
- The date the warning period ends.
- That the customer has 6 (5 Business days for matters other than non-payment of invoice) business days from the notice being issued to resolve the reason for disconnection.
- Advise the customer of how to reconnect the property and any charges which may apply.
- Include the details for the Energy and Water Ombudsman.
- Provide contact details for the distributor and ReAmped Energy.

Disconnection Notice – All Disconnections*

If ReAmped has not received a response, within the Disconnection Warning Period, ReAmped will send the customer a Disconnection Notice to the customer's nominated email address as our final endeavour to contact the customer prior to disconnection. This will advise the customer:

- That within 2 Business days of the Disconnection Notice the customer's property will be disconnected;
- Outline the reason for disconnection;
- If the customer rectifies the matter before disconnection date they will not be disconnected;
- Advise the customer of how to reconnect the property and any charges which may apply;
- Include the details for the Energy and Water Ombudsman;
- Provide contact details for the distributor and ReAmped Energy.

*No Notices are required before disconnection for illegal use of energy

5.0 | DISCONNECTION FAILURE

Some reasons where the DNSP may refuse to disconnect a NMI are:

- The disconnection would be detrimental to the health and/or safety of any person.
- ReAmped issued a Disconnection Request in breach of the Electricity Law.

The DNSP must notify ReAmped of the reasons for its refusal to disconnect. If this occurs ReAmped will continue to be liable for the Distribution Service Charges in respect to the use of the network and the consumption of electricity by the customer.



6.0 | RECONNECTION

ReAmped will aim to action a request for reconnection at the time requested by the customer if this is not possible we will meet our minimum jurisdictional requirements.

After Disconnection

If ReAmped initiate the disconnection, then we will request the reconnection of the customer's property if within 10 business days of the disconnection:

- They rectify the matter that led to the disconnection; and
- The customer requests that ReAmped arrange for reconnection; and
- Agree to pay any reconnection charge.

We may terminate a customer's contract 10 business days following disconnection if the above actions are not completed.

7.0 | RECONNECTION

All complaints received will be handled in accordance with our Complaints & Disputes Resolution Policy. ReAmped is a member of the Energy and Water Ombudsman(EWO) in the below listed jurisdictions and ensures that all our customers are made aware of their right to refer a complaint to the EWO at any time.

New South Wales

Energy & Water Ombudsman NSW
Reply Paid 86550
Sydney South NSW 1234
www.ewon.com.au
complaints@ewon.com.au
Free Phone: 1800 246 545
Free Fax: 1800 812 291

Queensland

Energy & Water OmbudsmanQLD
Mail: PO Box 3640
South Brisbane BC Qld 4101
www.ewoq.com.au
Email: complaints@ewoq.com.au or
info@ewoq.com.au
Free Phone: 1800 662 837
Fax: (07) 3087 9477