

Thank you for an opportunity to provide a response to the attached submission dated the 1<sup>st</sup> February 2021. Detailed response to each point has been provided below:

1. The network tariffs invoiced will be direct reflection of the LNSP network charges. WINconnect will also provide an opportunity for the tenant to review their tariffs upon request anytime. As outlined in the Letter of Intent the standing offer (pricing) shows the standard published rate for the Local distribution area (default Retailer) including a discount offer. WINconnect will access the usage behaviour for each individual tenant to achieve the best tariff structure for the tenant. Winconnect can process Demand Capacity Reset requested by tenant at any time. WINconnect will assign a tariff that would otherwise be assigned if the customer was a market customer in line with the Local Network Service Providers Network Pricing methodology. WINconnect would not withhold a tariff or a change of tariff that would be available to the customer in the market, if eligible. WINconnect will pass through and notify of any changes to the default published tariffs including any new tariff structures as part of [the 1<sup>st</sup> July](#) price change process.
2. The letter of Intent (FAQ's) outlines consumers right to choose a retailer and an option to contact WINconnect review the viability and safety concerns relating to if the tenant can physically be wired out of the embedded network (page 2). Attached Consent Letter states on Page 2 "If you do not consent to the installation of the Electrical Embedded Network, we will uphold all responsibilities and conditions of any granted exemptions by the Australian Energy Regulator, as set out in the network exemption guidelines (under section 4.9). Importantly, refusal to provide consent to the implementation of the Electrical Embedded Network will not preclude you from becoming a customer of the Electrical Embedded Network, on terms agreed between us."
3. An introductory discounted offer was provided to all tenants. Winconnect is liaising with the shopping centre owner to approve any outstanding price match or better offers. Winconnect has become accredited Green Power provider from 1<sup>st</sup> of January, 2021. Winconnect is able to price match Green Power rates. If the customer's contracted retailer does not accept the customer at their discretion, the customers option is to ask their retailer to work with WINconnect to resolve energy charge only issues, (WINconnect is happy to do this on customer's behalf), or find another retailer or consider buying power from the shopping centre owner. This is outlined in the FAQ provided by Winconnect. Once the AER approval is received, WINconnect will update the Offer Letter for the Sales Campaign to include information about Green Power.
4. Winconnect has become accredited Green Power provider since 1<sup>st</sup> January, 2021. As the consent campaign for Marrickville Metro ran in Mid-2020, we could not offer Green Power options to the customers prior to Jan 2021. In future, our Fact Sheets will be updated to contain information about Green Power accreditation and Winconnect price matching Green Power rates. We will be completing the Sales & Marketing campaign including providing Green Power options once a decision is made on the AER individual exemption application.

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Partnering with [Entrust](#) to impact disadvantaged communities.

**WINenergy has been renamed as WINconnect to better reflect our diverse range of utility services. For more information please refer to our website [www.WINconnect.com.au](http://www.WINconnect.com.au)**