



Green Hills



[Owner Name of Business Name Tenancy
number
Address
Suburb, Postcode]

Dear [Name]

You recently received a letter detailing the plans for the introduction of an electrical embedded network at your shopping centre **(Electrical Embedded Network)**.

By now we hope you have had enough time to read through the information previously provided about the proposed electrical upgrades and contacted WINconnect with any questions or clarification required.

We are approaching our proposed roll out date and would appreciate it if you could please sign the consent letter below signaling you are happy for Stockland Green Hills to conduct upgrades applicable with installing the Electrical Embedded Network at Stockland, 1 Molly Morgan Drive, East Maitland New South Wales, 2323

Please note the following information with regards to the proposed Electrical Embedded Network:

- Within the Electrical Embedded Network, you will retain the right to choose your own energy retailer. If you choose to retain your own energy retailer you will use the infrastructure of the Electrical Embedded Network, but you may enter into an energy only contract with an authorised electricity retailer. You may use the metering installation provided by us or choose to seek your own metering provider via your authorised electricity retailer of choice.
- Stockland intends to apply for an exemption from the requirement to register with the Australian Energy Market Operator in respect of their distribution of electricity under the Electrical Embedded Network. We have enclosed to this letter a list of the conditions that we expect may be imposed on Stockland in respect of the distribution of electricity.
- If you choose to purchase your energy from Stockland, please be advised that Stockland intends to apply for an exemption under the Australian Energy Regulator (Retail) Exempt Selling Guidelines. This means that Stockland will not be subject to all of the same obligations as an authorised retailer and you will therefore not receive the same protections as if you were purchasing energy from an authorised retailer. As an exempt seller, however, Stockland is subject to certain conditions under the Australian Energy Regulator (Retail) Exempt Selling Guidelines. We have enclosed to this letter a list of the conditions that we expect may be imposed on Stockland in respect of the sale of electricity.
- **[Insert if 'large customer']:** If you do not consent to the installation of the Electrical Embedded Network in respect of your premises, we will:
 - facilitate, within the Electrical Embedded Network, the continuation of your electricity contract with your current retailer, or
 - facilitate your direct connection to a registered distributor, or
 - if the above two options do not apply, fulfil a request made by you that we match any genuine electricity offer that would be available to you if you were still a grid connected customer. We will fulfil any subsequent request made by you to match an electricity offer if the request is made 12 months or more after a previous request. If you do not make a subsequent request to match an electricity offer, we will apply the matched offer for a period of 12 months. Our obligation to match an electricity offer will expire upon termination or renewal of your lease.

Importantly, your 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.]

- **[Insert if 'small customer']:** If you do not consent to the installation of the Electrical Embedded Network in respect of your premises, we will:

- o facilitate, within the Electrical Embedded Network, the continuation of your electricity contract with your current retailer, or
- o fulfil a request made by you that we match any genuine electricity offer that would be available to you if you were still a grid connected customer. We will fulfil any subsequent request by you to match an electricity offer if the request is made 12 months or more after a previous request. If you do not make a subsequent request, we will apply the matched offer for a period of 12 months. Our obligation to match an electricity offer expires upon termination or renewal of your lease.

Importantly, your 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.]

- The Electrical Embedded Network will involve tariffs, fees and charges in relation to the sale of energy. Should you decide to purchase your energy from the Electrical Embedded Network, the tariffs will be provided to you before you are asked to enter into the Sale of Electricity Agreement.
- If you choose to enter into an energy supply contract with an authorised retailer, we will take steps to remedy any duplication of network charges. We will not charge a connection charge if you enter into an energy supply contract with an authorised retailer.
- Any disputes or complaints relating to the Electrical Embedded Network will be subject to our dispute resolution process. This process is as follows: WINconnect Customer Support > WINconnect Customer Service Supervisor > WINconnect Customer Service Manager > NSW Civil and Administrative Tribunal. You will have a right to take the dispute or complaint to the Energy & Water Ombudsman of NSW.
- In the event of an electrical fault or emergency, you can contact us on 1300 791 970. For any queries or complaints about the Electrical Embedded Network you can contact us via the following means at enquiries@winconnect.com.au or by phoning 1300 791 970. If you have any concerns or queries in relation to the planned retrofit of the network, you can contact Tamara Wharton on the details provided below.

Please note: by consenting to the below you are only consenting to the installation of the Electrical Embedded Network, you are not consenting to change your electricity company. Whilst you do have the option to change as a result of this upgrade we are not asking for you to consent to change your electricity retailer at this stage.

I..... of Shop Number.....
 (NAME) (BUSINESS) (#)

understand that the proposed Electrical Embedded Network will continue to allow us to select our preferred electricity retailer should we elect not to purchase electricity from the Embedded Network Operator. I/We understand that there may be a requirement to upgrade or replace my existing electricity meter at no cost to us and hereby **CONSENT to the installation of an Electrical Embedded Network** at Stockland 1 Molly Morgan Drive, East Maitland New South Wales, 2323

Signature..... (Authorised to sign on behalf of the lease holder)

Date.....

We appreciate your co-operation in this matter.

Kind Regards

Tamara Wharton

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