



CANCELLATION POLICY

Cooling-Off Period

You have the right to cancel your energy agreement with CovaU within 10 business days after the later of:

1. the contract start date; or
2. the day on which you received a copy of your contract in accordance with the Rules, referred to as the "Cooling-Off Period".

You may exercise your right to cancel your contract within the Cooling-Off Period even though you agreed or accepted the contract.

You may cancel the contract within the Cooling-Off Period by informing us either verbally or in writing of your intention to cancel the contract. If you do, the contract will be cancelled effective immediately at no cost to you. Our cancellation notice form can be downloaded from www.covau.com.au/cancellation.

Upon request, we will provide you with a copy of our record of your cancellation at no cost to you.

Your right to end a contract

In addition to your right to cancel a contract during the Cooling-Off Period, you may end a contract at any time after the Cooling-Off Period has expired by notifying us that you wish to end a contract.

If you wish to end a contract because:

1. you want to start taking your energy supply at your existing premises from another retailer; your contract will end on the date on which your assigned meter identifier has been transferred to your new retailer (this usually happens on or soon after a final meter read at the premises); or
2. you are vacating the premises and your contract will not or cannot be continued at your new premises; your contract will end on the date of the final meter read at the existing premises); or
3. you are remaining at your premises but wish your energy supply to be disconnected; your contract will end 10 business days after disconnection; or
4. you want to start an entirely new contract with CovaU rather than amend an existing contract; your existing contract will end on a date agreed by both of you and CovaU.

In all of these cases, a final meter read will need to be taken at your existing premises. You can choose to wait for the next scheduled read or, if you want this to happen sooner, you can ask for us to arrange a special meter read (fees apply). If you are transferring to another retailer and your new retailer arranges for a special meter read to accelerate your transfer, we won't need to arrange it or charge you the special meter read fee.



Early termination fees may apply for some contracts. Please check your contract terms and conditions for details.

Rights and Obligations accrued before the end date of your contract continue despite the end of a contract, including any obligations to pay amounts to CovaU. We may issue bills to you after the contract end date for the energy supply and other services provided up until the contract end date.