Product Disclosure Statement

To be read in conjunction with the Energy Products Details and Market Retail Terms for Small Customers

Your Energy Contract

The CovaU energy plan is to supply energy to the Supply Address set out on the Welcome Letter. This document, the Market Retail Contract Agreement, the Welcome Letter, the application form or online form (if applicable), voice recording comprise the contract between you and CovaU.

Commencement Date of the Contract

Your Market Retail Contract commences when you sign your contract, verbally accept our offer over the phone or electronically accept our offer online; however the sale of energy to you will not start until the Supply Start Date as explained on the Welcome Letter about the transfer of your energy account after the Cooling-Off period.

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. You may terminate this contract within the cooling off period without any penalties. To cancel your contract, you must notify us by phone or in writing during the Cooling Off Period.

Duration of Contract, Supply Terms and Extensions

Your contract is an ongoing contract which will continue until you or we end it. If your contract includes a fixed supply term, we may extend your current energy plan or set you up with a new energy plan. However, this is only if we've written to you first and you haven't told us not to.

Termination of the Contract if You Move Out

You must inform us if you intend to move out from your Supply Address and we will arrange the final bill to be sent to you. When you are moving out, the contract of your Supply Address will end when you vacant your premises. See the Market Retail Contract Agreement for further details.

Exit Fees

There is no exit fee for the ongoing contract, unless otherwise specified in your contract.

Prices, Fees and Benefits

Your energy rates and benefits are set out on the Welcome Letter. Other fees and charges relating to your payment method, your meter or Supply Address may also be payable by you under this contract. Other charges payable may also include 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. All these other charges are also listed on the Welcome Letter and our website www.covau.com.au. If any of these fees and/or charges are applied to your account, it will be itemised on your bill.

Variations of Fees and Charges

Unless your offer indicates otherwise, we may vary your energy charges and fees at any time by giving you written notice in accordance with the Market Retail Contract Agreement. The written notice of the changes will be provided for you as soon as possible and in any event no later than the issue date of your next bill.

Service Levels

For selling energy to you under Market Retail Contract, we will comply with the service levels required under all the Regulatory Requirements applicable in your State.

Billing and Payment Arrangement

We will send you a bill at least once every three months (or at least every two months for Small Gas Customers in Victoria). In some circumstances, we may agree with you to provide monthly energy bills or otherwise require that your bills are issued monthly in relation to particular energy plans. You may pay your bills by direct debit, BPay, credit card, cheque or any other method listed on your bill or agreed by us.

Electronic Transactions

Where we have obtained your consent for the use of electronic transactions (e.g: acceptance to the energy offer or electronic communications between us and you), you will be bound by any electronic transactions that you will be recognized as having received the information contained in the electronic transaction.

Concessions and Rebates

You may be eligible for a concession or rebate on your energy bills under various Commonwealth and State Government schemes. Please provide us with your updated concession card details. For more information, please visit www.covau.com.au or call us on 1300 689 866.

Complaints

We strive to provide you with the best services as we can. However, if you are not satisfied with our services, please do not hesitate to let us know. You have the right to make a complaint about our marketing activities or the services we offer to you by calling us on 1300 689 866 or write to us via email or post. We endeavour to resolve your complaints in accordance to our Standard Complaint and Dispute Resolution Procedures which you can find at www.covau.com.au. If you are not happy with the outcome and resolution provided by us, you may contact the relevant Energy Ombudsman in your state using the contact details below:

Energy and Water Ombudsman New South Wales (EWON):
1800 246 545

Energy and Water Ombudsman Victoria (EWOV):
1800 500 509

Energy and Water Ombudsman Queensland (EWOQ)
1800 662 837

Energy and Water Ombudsman South Australia (EWOSA)
1800 665 565

Energy Ombudsman Tasmania
1800 001 170