

The Body Corporate/Owner has engaged **METER2CASH Solutions** to provide utility billing services on its behalf. Your site is an embedded network site, this means the Body Corporate/Owner purchase power direct with the retailer at this site. If you have any queries about this application form or about the supply of utilities to the premises in general, please contact METER2CASH Solutions directly on (07) 3350 5999 or enquiries@meter2cashesolutions.com.au.

1. These are the terms and conditions on which the Body Corporate/Owner will supply the specified utility/ies to you.
 2. The Body Corporate/Owner has entered into an agreement for the supply of bulk utilities to the premises with an independent retail supplier.
 3. METER2CASH Solutions adheres to and will bill in accordance to all relevant legislative authorities including but not limited to: National Energy Retail Rules (NERR), Australian Energy Regulator (AER) Exempt Selling Guideline, Rental Tenancies Authority, Body Corporate Commissioners Office, Department of Energy & Water Supply (DEWS)
 4. **Move In (Application):** The Body Corporate/Owner, has engaged METER2CASH Solutions Pty Ltd ('METER2CASH Solutions') to administer the accounts for the supply of utilities to the premises on its behalf and requires a copy of the application form acknowledging the terms and conditions in order to establish your account.
 5. **Cooling-Off Period:** You may cancel this agreement within 10 Business Days after the date when this agreement start, by contacting us via email enquiries@meter2cashesolutions.com.au or (07) 3350 5999. If you end this agreement within the Cooling-Off Period, no early termination fees will be payable. The Cooling-Off Period applies even if you have accepted or otherwise agreed to the agreement.
 6. **Tariff Rate and Charges:** On receipt of your application form you will receive a Welcome Letter from us disclosing your tariff rate, service fee, utility/ies charges along with bill cycle (monthly, bi-monthly or quarterly)) and general information pertaining to the site.
 7. **Retailer of Choice:** You have the right to elect your own retailer under The Power of Choice. The cost to opt out is borne by the user of the utility. However, due to the considerable costs to do so under an embedded network it may negate the savings offered at this site. Please contact our office if you wish to discuss these options or savings. The Body Corporate under National Energy Retail Law (NERL) is exempt from being an Authorised Retailer, as such small customers will not receive the same protections as buying from an Authorised Retailer.
 8. **Move Out:** You are responsible for payment of charges in respect of supply of utilities to the premises until you have given notice to METER2CASH Solutions that you have vacated the premises or no longer require the supply of utilities to the premises.
 9. **Applicable Conditions (electricity):** As an Authorised Exempt Seller under AER, site specific conditions are applicable and the Body Corporate/Owner and its billing agent must comply with these conditions under the AER Exempt Selling Guidelines. To obtain exact information relating to your site please contact us directly on (07) 3350 5999 or send us an email on enquiries@meter2cashesolutions.com.au. You may also view the guidelines on the AER website, www.aer.gov.au and search for "AER Exempt Selling Guidelines."
- Site Conditions:** R1 - Retail Commercial, R2 - Retail Residential, R5 - Retail Large User, R3 - Retail Retirement, R4 - Retail Caravan Park
10. **Concessions & Rebates:** Card holders of a Health Care, Seniors, Veterans Affair, Asylum Seekers Cards may be applicable to claim for the electricity rebate. Forms and information can be obtained from our website www.meter2cashesolutions.com.au/forms and will be processed in accordance with the Department of Communities. Rebates are not processed until the requirements are met, all applicants are to ensure rebate forms have been received. We accept no responsibility for forms not received due to a third party or system error.
 11. **Life Support:** We require notification if you are a life support customer along with appropriate documents verifying Life Support from your medical practitioner. For further information and eligibility requirements, please visit <https://www.qld.gov.au/community/cost-of-living-support/electricity-life-support>
 12. You acknowledge that METER2CASH Solutions abides by the reminder, warning and disconnect notice process as per NERR and AER Exempt Guidelines and where accounts are not paid on time by the nominated due date we will implement the appropriate fees and charges.
 13. You must pay all charges in connection with the supply of utilities to the premises (as determined by the Body Corporate/Owner and administered by METER2CASH Solutions) on behalf of the Body Corporate/Owner.
 14. **Payment Assistance:** Payment extensions and plans are available. Home Energy Emergency Assistance scheme is available to applicable occupants under the AER Exempt Selling Guidelines. Please contact us for any payment plans, extensions or queries.
 15. If you are the occupant of the premises you may be required to pay the Body Corporate/Owner a refundable security deposit for an amount determined by them. Security Deposits are set in accordance with National Energy Retail Rules (NERR) and Laws and in accordance with AER Exempt Selling Guidelines (applicable to Commercial customers only).
 16. Debt collection processes are in accordance with National Energy Retail Rules and AER Exempt Selling Guidelines.
 17. METER2CASH Solutions may de-energise the premise for non-payment of account and/or failure to complete an Application Form and the account remains under "Unit Occupier."
 18. The Body Corporate may commence proceedings against you for recovery of the outstanding charges and any interest, including its legal and other costs and expenses.
 19. METER2CASH Solutions may apply changes to fees, invoices, services or any other part of our business as per internal business or regulatory requirements/changes. We communicate any changes with you through our bill delivery.
 20. METER2CASH Solutions adheres to the Australian Privacy Principles under the Privacy Act 1988 when collecting, using, storing and disclosing information contained in this Application. The Body Corporate and/or METER2CASH Solutions may disclose information contained in this Application to a credit reporting agency for the purpose of obtaining or creating credit information files pursuant to Part IIIA.
 21. **Disputes & Complaints:** Please contact our office for a dispute resolution guidelines in accordance with legislative requirements such as Ombudsman Scheme, Rental Tenancy Act, Body Corporate Commissioners Acts and any other applicable legal body relating to your tenancy. Our Dispute resolution process can be found on our website www.meter2cashesolutions.com.au. For NSW customers, after contacting METER2CASH Solutions you feel that your dispute is not resolved you may go to the EWON website www.ewon.com.au.
 22. The Body Corporate may terminate this agreement if the administration agreement ends. Termination will not affect any amounts owing or rights accrued up to the time of termination.

METER2CASH Solutions SCHEDULE of FEES – (GST exclusive) – Fees and charges are correct as at 8 March 2018 and are subject to change. Fees and charges will be indexed against Brisbane CPI on 1 July each year.

Fees & Charges

Daily Service Fee
Security Deposit

As indicated on your welcome letter
Applied only in accordance with Retail Acts/Laws and AER Guidelines