Appoints METER2CASH Solutions as Billing Agent for Enwave Central Park

APPLICATION FOR THE SUPPLY OF UTILITY/UTILITIES

Without an application form we may de-energise the occupancy as it appears to us that the unit is vacant, this reduces costs to our Owners and Body Corporate. Please return this application form within 7 days of moving into your tenancy to avoid de-energisation.

By completing this form, you agree that the account will be under your name and that you are the person/s responsible and liable for the account.
If there are more than two applicants, please complete an additional form. ***All parties must sign.***

SUPPLY ADDRESS DETAILS – Please complete residential or commercial information below	
Building Name:	**Lot/Unit/Shop number:**
Building Address:	**Suburb:**
	State: **Post Code:**
REAL ESTATE/LETTING AGENT DETAILS *(if you are a tenant)*	
Real Estate/ Letting Agent:	Agent Contact Number:
Real Estate/ Letting Agent Address:	

CUSTOMER 1		**CUSTOMER 2 (if applicable)**	
I am a ☐ New Tenant ☐ Existing Tenant (add me to existing account) ☐ New Owner ☐ Existing Owner (add me to existing account)		I am a ☐ New Tenant ☐ Existing Tenant (add me to existing account) ☐ New Owner ☐ Existing Owner (add me to existing account)	
MOVE IN DATE : ____/____/____ (application will not be processed unless complete) ☐ **Residential customer** ☐ **Commercial customer** ☐ **Retail customer**			
First Name: Last Name:		First Name: Last Name:	
Date of Birth:	Mob:	Date of Birth:	Mob:
Ph:	Work:	Ph:	Work:
E-mail:		E-mail:	
Driver's Licence #:	Passport #:	Driver's Licence #:	Passport #:

COMMERCIAL OR RETAIL ONLY		
Company Name (if applicable):	Trading Name (if applicable):	
Contact Name:	Contact Number:	Contact E-Mail:
ABN:	Please list any other contacts or if separate company pay your accounts:	

ACCOUNT ISSUE DETAILS

How would you like to receive your invoices/correspondence? *(Please note: Additional costs may apply in future for paper invoices)*

☐ Email ☐ Mail ☐ Email and Mail ***If mail, send to:*** ☐ Supply Address ☐ Postal Address

Enter E-mail: *(if different from above)*

Postal Address:
(if different from supply address)

Authorised person/s to speak on your behalf			
Name:	PH:	Name:	PH:
Relationship:	DOB:	Relationship:	DOB:

ADDITIONAL FORMS – Please complete the attached forms or go to www.meter2cashsolutions.com.au to download

Direct Debit ☐ I have completed and attached the Direct Debit Form
Life Support ☐ I have provided medical proof from my doctor

Please double check all fields has been completed and all information is clear to avoid delay in connection of your services.
By ticking the box and signing the form, you acknowledge the below –

☐ I/We have completed all the above fields and acknowledge that my account will not be set up without the appropriate move in date and sufficient information.
☐ I/We acknowledge that METER2CASH Solutions are the appointed utility billing agent nominated by Enwave Central Park
☐ I/We have read the schedule of fees that are applicable to my occupancy on page 2 of this application under the Terms and Conditions and are aware that tariff rates and service fees will be displayed on my Welcome Letter. Please contact METER2CASH Solutions if you would like further information on these fees and charges.
☐ I/We have added enquiries@meter2cashsolutions.com.au to my contacts or white list.
☐ I/We will notify METER2CASH Solutions when vacating or any additional changes to tenancy.
☐ I/We have the capacity and have made an informed decision and my/our consent is given voluntarily.
☐ I/We agree to receive SMS messages for the purpose of payment reminders.
☐ I/We agree to receive marketing communications in relation to my utility account.

Name of Applicant…… Name of Applicant……

Signature…… Signature……

Date: ……/……/…… Date: ……/……/……

PLEASE RETURN THE COMPLETED FORM BY MAIL, FAX, OR E-MAIL
METER2CASH Solutions Pty Ltd – ABN 51 130 008 196 – PO Box 404 NUNDAH QLD 4012
PH: 07 3350 5999 FAX: 07 3265 4412 EMAIL: applications@meter2cashsolutions.com.au
www.meter2cashsolutions.com.au

Terms and Conditions & General Information

Enwave Central Park has engaged **METER2CASH Solutions** to provide utility billing services on its behalf. Your site is an embedded network site, and 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@meter2cashsolutions.com.au.

1. These are the terms and conditions on which Enwave Central Park will supply the specified utility/ies to you.
2. Enwave Central Park has entered into an agreement for the supply of bulk utilities and your bills will be issued by METER2CASH Solutions, our nominated billing agent.
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):** Enwave Central Park, 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@meter2cashsolutions.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. Enwave Central Park 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@meter2cashsolutions.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.meter2cashsolutions.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. Vouchers in that particular state will also be processed.
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.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates/life-support-rebates
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 Enwave Central Park.
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. Enwave Central Park 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. Enwave Central Park and/or METER2CASH Solutions may commence proceedings against you for recovery of the outstanding charges and any interest, including its legal and other costs and expenses.
19. Enwave Central Park 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.meter2cashsolutions.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. Enwave Central Park 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 15 March 2018 and are subject to change.*

Fees & Charges

Daily Service Fee	As indicated on your welcome letter
Security Deposit	Applied only in accordance with Retail Acts/Laws and AER Guidelines