

Welcome Home

Start enjoying fair energy

ELIA - Taylor, ACT

Who are we?

We're Energy Trade, an Australian based and operated company that focuses on energy management and provides cost-effective energy solutions for all types of markets.

What is a Community Energy Network?

A Community Energy Network is a privately owned metering network that combines the buying power of the building to secure better value for the residents.

How does this benefit you?

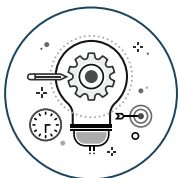
By joining our community, you can enjoy benefits such as competitive rates, monthly billing, no lock-in contracts, a dedicated after-hours emergency response team, and support from our Aussie-based Customer Service team.

How will charges be calculated?

Charges will be allocated on the same basis as all other energy bills. That is they will reflect the amount of energy used by you as measured at the meter. All meters are owned by Energy Trade as part of the Community Energy Network. This is much the same as most meters in other residences being owned by the network provider. The invoice will also include a component for network charges.

You'll feel right at home

You can expect a hassle-free move-in because Energy Trade has equipped your building with:



Electricity

Bulk-buying electricity for the building unlocks lower rates for all residents.

Energy Trade

Australian based and operated

Connect your energy with us before you move in so you have lights on from day one.

Here are some of the advantages of being part of the Energy Trade community:

- › Anywhere, anytime online **MyAccount access** to track and manage your energy account.
- › Personalised and friendly service from our **Aussie-based customer service team**.
- › The flexibility of **SteadyPay™** to help manage your bills and make smaller, weekly or fortnightly bill repayments.
- › Our lowest electricity tariff for customers on a direct debit payment plan, plus for peace of mind, we have a **price match policy** for our energy customers.
- › **Regular professional maintenance** carried out on our equipment at no cost to any residents.
- › Dedicated **24/7 emergency response** line for repairs to our infrastructure.
- › Energy Trade ongoing account management and service.

We're so excited to welcome you to our energy community.

Switch on now!

**Connect today at energytrade.com.au/getconnected
or call 1300 001 255.**

All you need is your address and apartment number

Energy Trade is an Australian business committed to helping residents of apartment complexes, retirement villages and other community spaces have more control of their energy.



Get Connected!

Moving in? It's easy to get connected:

1. Visit myaccount.energytrade.com.au/movein
2. Enter your details to create your account in a few simple steps.



Frequently Asked Questions

I've just moved in. How do I sign up?

Welcome to the Energy Trade Community! Your new home is powered by Community Energy Network provider, Energy Trade.

Now that you have, or are about to move into your apartment, you'll need to complete a Connection Application form. All you need is your address and unit number.

It's a quick, simple process! Sign-up without delay, online, at myaccount.energytrade.com.au/movein

You can also call our Aussie-based Customer Service team on **1300 001 255** between 9:00am - 6:00pm Monday to Friday AEST.

Once we have received your completed application, we'll connect you to all the utilities we provide to your community. This may include all or a combination of electricity, gas or hot water. Once we've received and processed your application, we'll send you a Welcome letter that outlines the services we provide and the rates you will be charged for your usage.

We look forward to providing you with low rates, big savings and amazing customer service.

Do I need to be home for my apartment to be connected?

A technician will attend your site to connect your electricity. Typically, they will only need access to the meter room not your apartment. In most cases you don't need to be home.

However, please ensure your main electrical switch in your home is switched "off" if you won't be home. Your main switch can typically be found in a recessed box (what you might call your 'fuse' or circuit breaker box) behind/above the fridge, in a bedroom wardrobe, behind a bedroom door or in the laundry.

Remember once you have turned the main electrical switch off, your lights won't work. This is a good way to check that you have turned it off, but also do ensure you have a torch or source of light if needed to safely leave your home.

What services does Energy Trade offer to my home?

Good question.

As a Community Energy Network provider, we offer a range of services to different sites. This includes electricity, solar power, electric vehicle charging stations, gas and hot water.

To find out what is supplied to your home, you can check your Welcome Letter (which will be emailed or posted to you). You can also call our Aussie-based Customer Service team on **1300 001 255** between 9:00am - 6:00pm Monday to Friday AEST.

What are the connection fees?

Fees and Charges are part of life. However, we're trying to keep it simple. Visit the Fee Schedule page energytrade.com.au/fee-schedule to better understand our fees.

How quickly can I get my electricity or gas connected?

First, make sure you've filled out the moving in form online at myaccount.energytrade.com.au/movein

Ideally, try and sign up at least the day before you move in, to ensure you are paying the lowest connection fee. We can get you connected the same day you move (Monday-Friday between 8am-6pm) but fees will vary depending on the time of day.

If you sign up on a weekend or after 6pm on a Friday, we will endeavour to have you connected the next business day.

It's our aim to get you connected as soon as we can. Unfortunately, we can't give you a specific time as it depends on where you are and where technicians are located for the day. We also don't do connections on weekends.

Have I been connected yet? How do I check?

To check if your electricity and services are connected, ensure the main circuit breaker switch (typically found above the fridge, behind the bedroom door or in the wardrobe in a recessed box) is switched "on" (in the 'up' position). If they are not all up, turn off excess power sources, flip all the switches up and test if it works, by turning a light on.

If you don't have any electricity, you likely aren't connected yet and haven't created an account online. All you need are your address and unit number. It's a quick and simple process that you can do online by visiting myaccount.energytrade.com.au/movein OR simply call our Aussie-based Customer Service team on **1300 001 255** between 9:00am - 6:00pm Monday to Friday AEST.

If we provide it to your community, we will also set up your gas and hot water account when you set up your electricity. If you don't have hot water and/or gas to your apartment please contact your building manager/ strata or real estate agent.

Can I get my electricity from someone else?

Another great question.

You can leave the Energy Trade electricity community at any time. We recommend, you receive your first invoice from Energy Trade and view your usage and rates, to ensure there is no interruption to your supply.

If you ever need assistance, please contact our friendly Customer Service team on **1300 001 255** between 9:00am-6:00pm Monday to Friday AEST to discuss the options that may be available to you.

Do you still have questions?

Get in touch with our friendly local customer service team by emailing us at hello@energytrade.com.au or call 1300 001 255.



Australian based & operated, specialising in energy management.