

Terms and Conditions

For your GreenPower or Green Gas

Your GreenPower or Green Gas

As your electricity or natural gas retailer, we'll supply you with your chosen GreenPower or Green Gas product at your supply address.

If you choose GreenPower, we'll make sure we source an equivalent amount of electricity from GreenPower accredited renewable sources to match your chosen percentage of your electricity usage.

If you choose Green Gas, we'll purchase greenhouse gas offsets equal to the estimated greenhouse gas emissions from your natural gas supply.

Charges

You must pay us the charges for your GreenPower or Green Gas product.

We can vary the charges at any time by notice to you – including by a message on your bill. We will notify you of any change as soon as practicable, but no later than your next bill. For example, we may vary the structure of the charges from a weekly amount to a charge based on the amount of electricity you use. Or, if there is no charge when you take up your GreenPower or Green Gas product, then after 12 months, we may start to charge you.

When will your GreenPower or Green Gas end or change?

We will stop supplying you with your chosen GreenPower or Green Gas product if:

- (a) you tell us you no longer want that product;
- (b) we give you at least 20 business days written notice; or
- (c) your energy agreement with us for the supply address ends.

We may vary these terms and conditions, (including the percentage and source of your GreenPower) by giving you at least 20 business days written notice.