Terms and Conditions for your GreenPower ('Add-on')

Your GreenPower

If you choose GreenPower, we'll supply you with your chosen product at your supply address.

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.

Charges

You must pay us the charges for your Add-on.

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 energy you use. Or, if there is no charge when you take up your Add-on, then after 12 months, we may start to charge you.

When will your Add-on end or change?

We will stop supplying you with your chosen Add-on if:

a) you tell us you no longer want that product;

b) we give you at least 20 business days written notice;

c) you are in Victoria and we switch you to another Energy Plan in accordance with the Regulatory Requirements. If we do this, we will issue you a notice of our intention to switch you to another Energy Plan and you will have 10 business days to opt out; or

d) 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.