



## INFORMATION FOR ELECTRICITY CUSTOMERS WHO CONSUME LESS THAN 160MWh PER YEAR

### *Small-Use Customer Pack V1811*

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#### Introduction

Thank you for considering CleanTech Energy for the supply of electricity to your site. This document is intended to provide a brief overview of our company profile and explain the relevant laws which are in place to protect you as a small-use electricity customer when entering into a Standard or Non-Standard Contract.

CleanTech Energy is a WA owned and operated electricity retailer and solar retailer, supplying electricity to customers on the SWIS grid. We are a progressive company with none of the encumbrances of existing electricity retailers, and we have the freedom to bring world-class practices to WA's local electricity market. We value sustainability, integrity and professionalism, and we tailor our proposals to the way you use energy at your premises, combining solar, batteries, smart metering and more with our proposals while holding true to our commitment to the growth of clean energy generation within WA.

The *Code of Conduct for the Supply of Electricity to Small Use Customers* (the **Code**) regulates and controls the conduct of retailers, distributors and electricity marketing agents who supply electricity to small-use customers. The Code was developed to protect the interests of customers who generally have little or no market power. A small-use Customer is a customer who consumes less than 160MWh per year.

All Electricity Retailers and Electricity Marketing Agents must comply with the *Code*. A marketing agent is any person or company involved with negotiations between a customer and an electricity retailer, including advertising, marketing and public relations.

The *Code* covers all aspects of the electricity industry, including advertising and marketing, contracts, billing, complaints processes and conduct.

If you would like to get a copy of the *Code*, you can find it the Economic Regulation Authority's (ERA) website by following this link:

[https://www.slp.wa.gov.au/Gazette/gazette.nsf/searchgazette/6169A74E9610398648257FD4007FDBDE/\\$file/Gg104.pdf](https://www.slp.wa.gov.au/Gazette/gazette.nsf/searchgazette/6169A74E9610398648257FD4007FDBDE/$file/Gg104.pdf)

#### Standard and Non-Standard Electricity Supply Contracts

A Non-Standard Electricity Supply Contract, which you are entering into, is a contract where you have negotiated terms and/or prices with the electricity retailer.

A Standard Form Contract does not allow negotiation, as the rates and terms have previously been approved by the Economic Regulation Authority (ERA). Should you prefer for us to supply to you under the Standard Electricity Supply Contract, you can obtain a copy of this by contacting us directly.

A cooling off period of 10 business days applies to all small-use customers under a non-standard contract, except where the contract is for an extension or renewal to a current supply arrangement. If you would like to rescind the contract, you must inform us of your intentions in writing within this time period.

All relevant fees, charges and payment methods are stated in the Contract and the Terms and Conditions which we have provided to you.

If you are experiencing difficulties paying your bill on time, you must inform us as soon as possible, as we may be able to assist by offering a payment plan to help get you back on track.

### [Complaints Process](#)

Should you wish to make a complaint, you must first start with us and give us the opportunity to remedy the situation. You may make a complaint to us about anything we have done or have failed to do, and we will manage any complaint according to the Australian Standard on Complaints Handling guidelines (AS/NZS 10002:2014).

If you are unhappy with our response, you may escalate the complaint to a higher level within our organisation. If you are still unhappy with our response, then you may refer the complaint to the *Electricity Industry Ombudsman*.

Please contact us if you would like more information on our complaints handling process or a copy of our policy, or on the *Electricity Industry Ombudsman*.

### [In Case Of Fault Or Emergency](#)

If you have a life-threatening emergency, you must **call 000 immediately**. For any faults or non-life threatening emergencies, please call Western Power's 24-hour faults line on 13 13 51.

For safety tips on electricity usage, please read and follow the instructions on all of your electronic devices carefully, and never allow water near an electrical circuit or device. For more information on electrical safety, please visit Western Powers website here: <https://westernpower.com.au/safety-access/>

If you have any questions or comments regarding this document, please don't hesitate to contact us. We strive to improve our service delivery and we encourage your feedback, as we continually make all efforts to improve our performance.

### [Cleantech Energy's Contact Details](#)

Site Address:	Ground Floor, 1205 Hay St, West Perth WA 6005
Postal Address:	PO Box 262 West Perth WA 6872
Tel:	(08) 6147 7555
Fax:	(08) 6444 1715
Email:	<a href="mailto:info@cleantechenergy.com.au">info@cleantechenergy.com.au</a>
Website:	<a href="http://www.cleantechenergy.com.au">www.cleantechenergy.com.au</a>

Thank you again!

Sincerely,

The CleanTech Energy team.