Future X Power

Your Smart Energy Partner

Your Rights, Entitlements and Obligations

A summary for residential and small business electricity and gas customers in the Australian Capital Territory (ACT)

About this summary

This document gives a plain-English overview of what you can expect from Future X Power, and what we need from you, under the Utilities Act 2000 (ACT), the Consumer Protection Code 2020 made by the Independent Competition and Regulatory Commission (ICRC), and other laws that apply to energy supply in the ACT.

It is a summary only. The full terms that apply to you are in your contract documents, which may include your market retail contract or standard retail contract, your pricing schedule, and our Privacy Policy. If anything in this summary differs from your contract or the law, your contract and the law prevail.

Need help? Call us on 1300 599 008, email customerservice@futurexpower.com.au, or visit www.futurexpower.com.au. If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to connect you to us on 1300 599 008.

Key terms used in this summary

- **Market retail contract customer:** you accepted one of our offers and agreed to a market contract with us.
- **Standard retail contract customer:** we supply you under a standard (non-market) contract whose terms are set by regulation.

Your contract

What documents make up my contract?

- **Market retail contract:** your terms are found in your product and pricing schedule (or energy plan details) together with our market retail contract terms and conditions.
- **Standard retail contract:** your terms are found in your standard retail contract schedule together with our standard retail contract terms.

You can find our current contract terms, Basic Plan Information Documents and other policies at www.futurexpower.com.au/policies-forms, or ask us to send you a copy free of charge.

Can Future X Power change my contract terms?

If you have a market retail contract and its terms allow changes, we can vary your prices, tariff structure or other terms by giving you written notice beforehand, as set out in your contract. We will always tell you about the change before it takes effect.

If you have a standard retail contract, the terms are fixed by regulation and we cannot change them ourselves.

Where do I find my prices?

Market retail contract customers can see their prices in their product and pricing schedule. Standard retail contract customers can see theirs in their standard retail contract schedule. Details of any other fees or service charges are available on our website or by contacting us.

Billing and payments

How often will I be billed?

We send a bill at the end of each billing period, which is generally every three months. If you have a smart meter, we will usually bill you monthly, unless you have asked for quarterly bills or your smart meter cannot communicate remotely. In those cases you will be billed at least once every three months.

How is my bill worked out?

Your bill is based on the energy used at your premises during the billing period. We work this out using data from your distributor, which comes from either an actual meter reading or an estimate. Your bill may also include charges for other services provided under your contract, and network charges passed on from your distributor, such as connection fees if you have requested a new connection.

What if my bill is estimated?

If an actual reading cannot be obtained, we may issue a bill based on an estimate. Estimates may take into account your past usage, the time of year, and typical usage in your area. If you receive an estimated bill, you can send us your own meter reading and ask us to adjust the bill. Contact us to find out how.

Do I need to provide access to my meter?

Yes. You must give us, your distributor, the metering provider and their representatives safe, convenient and clear access to your premises and meter (and related equipment) for anything to do with supplying, metering or billing your energy, such as reading or maintaining the meter. If we are unable to read your meter because of something within your control, and you later ask for a special meter reading, a service charge may apply.

How can I pay?

Please pay the full amount on your bill by the due date. Payment options are listed on each bill and include direct debit and payment online through My Account. Contact us if you would like to discuss which option suits you best, including whether you can pay in regular instalments.

What if I can’t pay my bill?

If you are having trouble paying, please get in touch with us as early as possible. We will explain the payment plans and other support available to you, and work with you to agree on an arrangement that is realistic for your circumstances and that you can keep up over time.

If you are in hardship, you may also be eligible for ACT Government energy concessions and the Utilities Hardship Fund, and you can apply to the ACT Civil and Administrative Tribunal (ACAT) for energy hardship assistance. Contact us or ACAT for more information.

Can I be disconnected?

We will only disconnect your supply where the law and your contract allow it, and only after following the required notice and warning steps. We will not disconnect premises registered as having life support equipment while that registration is in place.

Life support equipment

If you, or someone living at your premises, relies on life support equipment that needs electricity or gas, please tell us straight away. We will register your premises, give you information about planned interruptions, and explain what you need to provide to confirm the registration.

Moving, cooling off and ending your contract

Do I need to tell you if I move?

Yes. If you are moving out, selling or otherwise leaving your premises, let us know in advance so we can close your account and, if you like, set up supply at your new address. Please give us a forwarding address so we can send your final bill.

Do I have a cooling-off period?

If you have a market retail contract, you can cancel it within 10 business days, counted from the day after you receive your contract documents. You can do this even though you have already accepted or agreed to the contract.

How do I end my contract?

Apart from the cooling-off period, you can end your contract by telling us, either verbally or in writing, that you want to do so. Please check your contract for any notice requirements or fees that may apply.

Can Future X Power end my contract?

We can end your contract by giving you notice as set out in your contract. Your contract will also end if another customer takes out a new contract for the same energy at the same premises, in which case it ends on the date their contract starts. See your contract for full details.

Your privacy

Our Privacy Policy explains how we collect, use and share your personal and credit information so we can supply energy and related services to you, and how you can access or correct that information. You can read it at www.futurexpower.com.au/privacy-policy.

Enquiries and complaints

If you have a question or complaint about your bill, our marketing, or any other part of our service, please contact us using the details below. We handle all complaints in line with our Complaints Handling and Dispute Resolution Policy, which is available on our website or on request.

Contact method	Details
Phone	1300 599 008 Monday to Friday, 9:00am to 5:30pm (AEST). Closed on public holidays.
Email	customerservice@futurexpower.com.au
Post	Future X Power, PO Box 1886, Sunnybank Hills QLD 4109
Online	Live chat, message form or call-back request at www.futurexpower.com.au/contact
Interpreter	TIS National on 131 450 – ask to be connected to 1300 599 008

Not happy with our response?

If we have not resolved your complaint to your satisfaction, you can take it to the ACT Civil and Administrative Tribunal (ACAT), which acts as the energy and water ombudsman for the ACT. The service is free.

Phone: (02) 6207 1740 **Website:** www.acat.act.gov.au

Guaranteed Service Levels (ACT)

As an energy retailer in the ACT, Future X Power must meet the Guaranteed Service Levels (GSLs) set by the ICRC in the Consumer Protection Code. If we fall short of a GSL that applies to you, you are entitled to a rebate.

1. Connection times

When you ask us to arrange a connection, we must arrange it within the timeframes below, provided that:

- your premises is already physically connected to the electricity or gas network; and
- you are eligible to be supplied with energy.

When you make the request	When we must connect you by
Before 2:00pm on a business day	The same day
After 2:00pm on a business day	The end of the next business day
On a day that is not a business day	The end of the next business day
In any other case	A day agreed between you and us

Rebate: $60 for each day we are late, up to a maximum of $300.

2. Wrongful disconnection

We may only disconnect your supply in line with the rules that apply to us.

Rebate: $100 for each time we disconnect you in error.

3. Responding to complaints

When you make a complaint, we must acknowledge it straight away or as soon as practicable, and give you a response that deals with the issues you raised within 20 business days.

Rebate: $20 if we do not meet this timeframe.

4. Notice of planned interruptions

If we or our service provider need to interrupt your supply to install, replace or maintain your meter, we must give you at least 4 business days' notice, unless you agree to a shorter notice period.

Rebate: $50 if we do not give you the required notice.

Summary of rebates

Guaranteed Service Level	Rebate
Connection not arranged on time	$60 per day late (max. $300)
Wrongful disconnection	$100 per occurrence
Complaint not responded to within 20 business days	$20
Less than 4 business days' notice of a planned meter interruption	$50

How will I receive a rebate?

We regularly check our performance against these service levels. If we find that we have not met a GSL, we will credit the rebate to your energy account, and it will appear on your next bill along with a note explaining which service level it relates to. You do not need to apply.

What if I think I'm owed a rebate?

If you believe we have missed a service level and the rebate has not appeared on your bill, please contact us on 1300 599 008 or at customerservice@futurexpower.com.au and we will look into it.