



## Disclosure Statement

### Victoria Market Retail Contract

This disclosure statement:

- Sets out certain information in relation to the terms and conditions of the market retail agreement (Agreement) offered by Tango Energy Pty Ltd (formerly known as Pacific Hydro Retail Pty Ltd) (TE) for the supply of electricity to small customers in Victoria;
- Is for information purposes only and is not legally binding on TE; and
- Does not form part of, or otherwise affect the terms or conditions of, any existing or future market retail agreement between TE and a customer.

### Agreement structure

The Agreement comprises:

- A set of Electricity Plan specific to the customer (Electricity Plan); and
- A set of Market Agreement Terms common to all small customers (Terms).

### Eligibility

To be eligible under the Agreement, you must:

- Be a small customer in Victoria whose premises are connected to the national grid;
- Not be part of an embedded or inset network.

TE may also need to check your credit history and other relevant information before selling you electricity.

### Cooling off

You have a right to cancel the Agreement within 10 business days from and including the day after you signed (including electronic signature) or received the Agreement Document. Details about your additional rights to cancel the Agreement are set out in the information attached to the Agreement.

To cancel the Agreement you can simply complete and return the cancellation notice provided with the Agreement, or alternatively call or write to TE using the contact details set out above.

### Agreement start date

The Agreement commences the day you accept TE's offer as set out in the Electricity Plan.

However, TE may not commence supplying electricity until a later date, including but not limited to, the date of the expiry of any cooling off period or your provision of any required information.

### Agreement end date

The Agreement expires at the end of the term (if any) specified in the Electricity Plan, and may be terminated by TE or you, as outlined in the Terms.

TE may offer to extend the Agreement or enter into a new agreement, and will provide notice to you when the Agreement may be coming to an end.

In certain circumstances you may still be liable to pay TE for electricity you consume after the Agreement ends, as set out in the Terms.

### Moving out of premises

The Agreement expires if you vacate your premises, although you may take up a new agreement with TE for other premises.

## **Electricity prices**

The Electricity Plan outlines Our initial tariffs, fees and charges.

## **Varying prices and charges**

The tariff, fees and charges specified in the Electricity Plan may be varied, as outlined in the Terms, including but not limited to where there is a change in the costs of supplying you with electricity, or the actual cost is, or becomes, greater than the costs TE estimated they would be.

There may be additional fees and charges that may be applicable from time to time, such as de-energisation and re-energisation fees and special meter reading fees. These fees will be quoted to you at the time a request is made for one of these additional services.

## **Concessions and rebates**

If you are entitled to a concession or rebate of any kind, please contact TE to confirm your eligibility.

## **Charges**

There are no Account Establishment or Early Termination/ Exit Fees associated with this Offer. Any other services that may be required from time to time, will be quoted at the time of a request being made.

For more information, or to view the current charges, please visit

[www.tangoenergy.com/additional-charges](http://www.tangoenergy.com/additional-charges)

## **Billing and payment**

TE will issue you with a bill for your electricity consumption (or your estimated electricity consumption where a reading of your meter was unable to be obtained) each billing cycle, as specified in the Electricity Plan and which shall be at least every three months.

Information on how You can pay Your bill will be located on Your bill or is available at

[www.tangoenergy.com/pay-my-bill](http://www.tangoenergy.com/pay-my-bill)

## **Service levels**

For details on Our service levels, please refer to Our Customer Charter, which can be found at

[www.tangoenergy.com.au/customer-charter](http://www.tangoenergy.com.au/customer-charter)

See the How to Contact Us section of this document

## **Electronic communications**

Where You have signed this Agreement electronically, and we have provided you with relevant

Agreement Documents, the date on which the Agreement Documents are delivered to you (the date of electronic transmission) will be considered the Agreement start date, as outlined in the Terms (unless TE receives notice that the delivery did not occur).

You may also consent to receive bills and notices electronically, in which case TE will issue bills and notices to you at the email address set out in your Electricity Plan, and TE will consider them to have been received on the date of transmission unless TE receives notice that the delivery did not occur.

## Complaints

Should you be unhappy with the conduct of one of TE's marketers or any other aspect of TE's service, you have a right to contact TE and complain. To lodge a complaint please refer to the How to Contact Us section below.

If You remain dissatisfied with TE's response you can contact the Energy and Water Ombudsman of Victoria, which is a free and impartial third party dispute resolution service, through one of the following ways:

Energy and Water Ombudsman Victoria

Post Reply Paid 469 Melbourne Victoria 8060

Phone: 1800 500 509

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Fax: 1800 500 549

Website: [www.ewov.com.au](http://www.ewov.com.au)

## Price comparator

For information about choosing an energy retailer visit: [www.switchon.vic.gov.au](http://www.switchon.vic.gov.au)

## Contact us

If you have any questions in relation to this disclosure statement, please contact our customer service team through one of the following ways:

Post: Tango Energy, Level 13, 700 Collins Street, Docklands VIC 3008

Phone: 1800 010 648 (8.30am - 5:30pm Monday to Friday VIC local time)

Email: [support@tangoenergy.com](mailto:support@tangoenergy.com)

Fax: (03) 8621 6112

Website: [www.tangoenergy.com](http://www.tangoenergy.com)