



Welcome to Jacana Energy

Call 1800 JACANA (1800 522 262)
or visit jacanaenergy.com.au



Electricity simplified

Jacana Energy is proudly owned by Territorians and like the Central Australian orange and the Top End green in our logo, it shows in everything we do.

At Jacana Energy, we're enthusiastic about the future and the possibilities: finding better ways to look after our customers and providing the best solutions to fit their lives.

Here are a few things you might like to know about your electricity account. To find out more, go to our website jacanaenergy.com.au



Energy saving tips

Reducing your electricity use is good for your wallet and the environment. For simple, everyday tips that will help you cut your consumption and costs, visit jacanaenergy.com.au/energysavings



Electricity metering

Power and Water Corporation are the authorised metering service providers. If they are unable to access your property, they will provide an estimated meter read, based on your historical consumption so we can bill you. Visit jacanaenergy.com.au/meter to see how you can avoid estimated reads.



What charges apply to me?

Different prices apply to customers based on their usage and meter type. Prices are available on our website and are shown on the back of your bill. You can find your electricity prices at jacanaenergy.com.au/tariff or by calling our contact centre 1800 JACANA (1800 522 262).



Financial hardship

We understand that at times our customers may encounter financial hardship. We can help you get back on track by offering flexible payment plans. Call us for more information on 1800 JACANA (1800 522 262).



If you require uninterrupted electricity supply to operate life support equipment for a patient residing at your home, visit jacanaenergy.com.au/lifesupport to find advice about our Life Support program and how to register.



There's a lot to think about. Make sure you contact us at least 5 days before your planned move and we will ensure the power is on at your new home.



To make it faster and easier to manage your electricity costs, you can receive your bills and correspondence by email. To register, go to jacanaenergy.com.au/ebilling



Understanding your bill is essential to stay in control of your electricity costs. For more information on how to read your bill visit jacanaenergy.com.au/bill

Ways to pay your bill

Jacana Energy offers seven convenient payment options.



Credit card

Online or by phone
jacanaenergy.com.au/pay or phone
1800 JACANA (1800 522 262).



Direct Debit

To set up a new direct debit, complete the form at jacanaenergy.com.au/directdebit



In person

Take your bill displaying the barcode to any Australia Post office.



BPAY

Refer to the payment options section on your bill for your BPAY reference number.



Cheque

When paying by cheque, mail the payment slip located on your bill with your cheque.



NTG Payroll deduction

If you're an NTG employee, you can set up a deduction from your pay via MyHR.



Centrepay

To add a new Centrepay deduction, visit humanservices.gov.au

Direct debit request

Save time, fill out this form online at jacanaenergy.com.au/directdebit

Use this form to authorise Jacana Energy to automatically debit your bank account with a set amount or the full amount due on your bill/statement.

How to complete and submit this form

Please fill in using block letters and ensure details are completed in full. For any questions relating to this form please call 1800 JACANA (1800 522 262).

To activate your direct debit service, please email this form to customer@jacanaenergy.com.au or return it to Jacana Energy, GPO Box 1785, Darwin NT 0801.

1. Your details

Account number

First name

Last name

Email

Phone number

2. Details of bank account to be debited

Financial institution name

Branch location

Account name

BSB

Account number

Please note that direct debit is not available for all account types. Contact your financial institution to enquire.

3. Your schedule

Please choose either a set amount or the total amount due on your bill/statement to be debited.

Set amount of \$; to be debited

weekly

fortnightly

monthly

quarterly

or

Total amount due on bill/statement (debited quarterly for Residential customers, and monthly for Business and Reliabil customers)

Direct debit to commence on

/ /

4. Your authorisation

I/We

(Surname or Business name)

(Given name(s) / ABN)

authorise and request Jacana Energy, until further notice in writing, to arrange for funds to be debited from the account nominated at Section 2, through the direct debit system according to the schedule nominated at Section 3.

- I/We understand and acknowledge that Jacana Energy may continue debiting amounts in line with these instructions until such time as I/we cancel or vary this request.
- I/We have read, understood and agree to be bound by the terms of the direct debit arrangement as specified in the Service Agreement overleaf.

Full name

Signature

Date

Important: If a company account, sign in accordance with authority for the nominated account.

Direct Debit Request (DDR) Service Agreement

This document sets out the terms and conditions of the Agreement between Power and Water Retail Corporation, trading as Jacana Energy of the Northern Territory (Debit User ID 481880) ("the Debit User") and the person or persons ("the Customer") who complete(s) and provide(s) to the Debit User a Direct Debit Request ("DDR") in a form satisfactory to the Debit User to facilitate the direct debit by the Debit User of the Customer's nominated account in accordance with the DDR through the Bulk Electronic Clearing System (CS2) ("BECS"). The Agreement is entered into by the Debit User's acceptance of the Customer's DDR, which acceptance is indicated by the Debit User's first debit of the Customer's nominated account in accordance with the DDR.

Terms of Agreement

1. This document contains the initial terms of the Agreement, which are subject to the arrangement as specified in the DDR. The Debit User may change the terms of the agreement, vary the terms of the debit arrangement as outlined in the DDR or cancel the arrangement and terminate the Agreement, by providing 14 days notice to the Customer.
2. By completing and providing the DDR to the Debit User the Customer authorises the Debit User to make drawings on the Customer's nominated account in accordance with the drawing schedule set out in the DDR.
3. The Customer must ensure that the account nominated in the DDR is capable of accepting direct debits. Direct debiting may not be available on all types of accounts conducted by the Customer with its financial institution (called the Ledger FI). The Customer is advised to check account details against a recent statement from the Ledger FI, and if uncertain, the Customer must check with the Ledger FI before completing the DDR.
4. If the Customer wishes to alter, suspend or cancel the direct debit arrangement, it must give the Debit User at least 14 days' notice in a form approved by the Debit User, before such changes will be effected. The Customer must make other arrangements to pay the amount due if it cancels or suspends the direct debit arrangement.
5. If the Customer disputes a debit the following dispute resolution process will apply: • The Customer must first approach the Debit User to seek to resolve the disputed debt. • All approaches to the Debit User will be made in writing to the address nominated in Clause 12 of the Agreement. • The Debit User will attempt to resolve the dispute directly with the Customer. • If the Customer is not satisfied that the dispute has been resolved by the Debit User the Customer may lodge a claim with the Customer's Ledger FI.
6. If a due date for a debit in accordance with the drawing schedule set out in the DDR is not a business day, the Debit User will make the debit on the last business day before the due date. If the Customer is uncertain as to when the debit will be processed to the Customer's account, the Customer should make enquiries directly with the Customer's Ledger FI.
7. The Customer must ensure that on the due date, or on the date determined by Clause 6 where applicable, the nominated account contains sufficient funds to enable the debit to be made.
8. If any debit is dishonored the Debit User may cancel the direct debit arrangement and terminate the Agreement immediately by notice in writing to the Customer and may charge the Customer a dishonor fee equal to the total of all charges imposed on the Debit User by our financial institution in respect of the dishonor. Any such charge notified to the Customer by the Debit User shall be a debt due and payable by the Customer to the Debit User.
9. The Debit User will keep confidential any Customer account details contained in the DDR, and any information relating to the Customer's nominated account obtained in the course of the direct debit arrangement. Notwithstanding this, the Debit User may disclose such details and information to our financial institution for the purpose of making debits in accordance with the DDR and for the purpose of responding to a request for justification of a disputed debt pursuant to the dispute resolution procedure set out above at Clause 5.
10. The Customer must, in the first instance, direct all enquiries including stops or cancellations to the Debit User.
11. Any written notice pursuant to this Agreement must be forwarded to a party at the party's address specified in Clause 12 of the Agreement, or such other address as may be notified from time to time as the address for the service of notices for the purpose of the direct debit arrangement.
12. Address for notification: Jacana Energy, GPO Box 1785 Darwin NT 0801, customercare@jacanaenergy.com.au.

Privacy information

The personal information requested is required to set up your Jacana Energy Direct Debit arrangement. Failure to provide the information will mean Jacana Energy is unable to complete your request. Your personal information will be handled in accordance with Jacana Energy's Privacy Policy or otherwise as required by law. You may access your personal information or obtain a copy of Jacana Energy's Privacy Policy by contacting Jacana Energy's Privacy Officer at privacy@jacanaenergy.com.au.

Customer charter

Our Customer Charter provides a summary of our responsibilities as your electricity retailer and your responsibilities as our customer.

Your network distributor, Power and Water Corporation, also has responsibilities for the connection of your property and the supply of electricity to you.

Our responsibilities

We will:

- Always aim to provide superior customer service and resolve your queries upon first contact or the earliest opportunity.
- Arrange for Power and Water Corporation (your network distributor) to reconnect existing electricity supplies to properties in accordance with their service standards and other relevant regulatory requirements.
- Respond in a timely manner when you call us and if you write to us, respond within five business days of receiving your written enquiry.
- If the relevant requirements are met, allow you to install a Prepayment Meter at your premises to enable you to pay the electricity charges for your premises using a Jacana Prepayment Meter Card and the Prepayment Meter.
- Comply with any relevant warning notice requirements (if any) and other provisions set out in electricity laws before disconnecting your electricity if you fail to pay your invoice.
- Work with you if you are experiencing financial hardship in accordance with our Customer Hardship Policy.
- Respond as promptly as possible to your feedback about our service and use your feedback to improve our business.
- Work closely with you to resolve any complaint you may have quickly.
- Protect your personal information as outlined in our Privacy Policy available at jacanaenergy.com.au/privacy. You can request access at any time to review and update the personal information we hold about you by calling us on 1800 522 262.
- Publish our Customer Contract, and pricing and any amendments to these on our website at jacanaenergy.com.au.

Your responsibilities

We ask you to:

- Ensure unhindered and safe access for the network distributor to any electricity meter on your property. That means keeping your premises free of obstructions such as locked gates, overgrown vegetation and animals. If the network distributor is unable to gain access, your usage may be estimated so we can bill you.
- If any person living at your premises requires life support equipment, to register your premises with us.
- If you do not have a Prepayment Meter, pay your account by the pay-by date set out on your bill (which will be no earlier than 13 business days from the date on which we issue your bill). You can pay by direct debit, BPAY, credit card by phone or online at jacanaenergy.com.au/pay or by mail. You can also pay in person at any Australia Post office.
- If you do have a Prepayment Meter, ensure that you maintain a sufficient level of credit on your Prepayment Meter to enable you to meet the electricity consumption requirement for your premises.
- Provide us with your new postal address if you are moving so we can update your details and finalise your account.
- Advise us of any changes to the responsibility for payment of your account and to your contact details such as a postal address, email or mobile number.

Feedback

To provide feedback on your customer experience, email feedback@jacanaenergy.com.au or call 1800 522 262.

Want to know more?

Visit our website at jacanaenergy.com.au/contract to obtain the latest version of our Customer Contract or call our contact centre on 1800 JACANA (1800 522 262).



Useful contacts

Billing and general enquiries
1800 JACANA (1800 522 262)

Network faults and outages
1800 245 092
(24hrs – Power and Water Corporation)

Life threatening emergencies
000 or 1800 245 090
(24 hrs/7 days)

Interpreter service
131 450

WEB jacanaenergy.com.au

EMAIL customercare@jacanaenergy.com.au

POSTAL ADDRESS

Jacana Energy, GPO Box 1785,
Darwin NT 0801

ABN 65 889 840 667

