

Jackgreen
Customer Information
Booklet



I Care, I Choose
Jackgreen.

Ph 1300 46 5225
www.jackgreen.com.au

Version 4, 14 February 2008

Jackgreen offers Interpreter Services

إذا كنت بحاجة إلى مترجم فالرجاء أن تطلب ذلك
من مندوب جاكغرين (Jackgreen)

如果需要傳譯員，請詢問你們的
Jackgreen代表。

Αν χρειάζεστε διαμεγνεία, παρακαλούμε
να το πείτε στον αντιπρόσωπό σας της
Τζακγκρήν-Jackgreen.

Se vi serve un interprete, fatelo presente
al rappresentante della Jackgreen.

Si necesita un intérprete, hable con su
representante de Jackgreen.

Nếu cần thông ngôn giúp đỡ thì xin
quý vị hỏi nhân viên đại diện của
Jackgreen.

Phone 1300 46 5225

Large Print Needs

Jackgreen will provide on request by a customer, large print versions of this document. For further information please contact Jackgreen's Compliance department on (02) 8302 3813.



JACKGREEN CUSTOMER INFORMATION BOOKLET

Version 4, 14 February 2008

INTRODUCTION

Jackgreen is licensed by the New South Wales, Victorian, South Australian, Queensland and ACT Governments to retail energy. Jackgreen is the only retailer to exclusively market GreenPower accredited products. GreenPower is a government accredited scheme that promotes clean, renewable energy sourced from the sun, wind, water and waste. When consumers select a GreenPower accredited product, energy suppliers commit to buying a specified amount of electricity from approved new renewable energy sources. Jackgreen's sales and purchases are then independently audited by GreenPower on an annual basis.

GreenPower accreditation provides an assurance that the renewable energy you purchase will decrease greenhouse gases and actively contribute to the development of the renewable energy industry. GreenPower is your guarantee that you are getting what you pay for.

Jackgreen purchases electricity on your behalf under your contract. Your local energy distributor (network operator) is responsible for both the physical delivery and quality of electricity to your premises. The electricity delivered to your premises may vary in quality and may not be continuous. Whilst the network operator is responsible for the quality and dependability of the electricity delivered to your premises, Jackgreen will endeavour to give you advance notice of any planned disruption or interruption to the supply of electricity. Provided we are given notice by the network operator.

If your supply is disrupted or interrupted or you are experiencing any type of fault or failure, you should contact Jackgreen on 1300 46 5225. We will transfer you to your network operator or provide you with the number on which you can contact the network operator.

If you notify us that electricity supply has been interrupted, Jackgreen will ask the network operator to commence work to remedy the disruption as soon as practicable.

Jackgreen is committed to the environment and the community whilst at the same time delivering an energy solution that is affordable to customers. We are committed to providing the best range of energy solutions to meet the requirements of all of our residential customers.



MANAGEMENT OF PRIVATE INFORMATION

Jackgreen respects your right to Privacy protection and is required to comply with the National Privacy Principles in force under the Privacy Act 1988 (Cth). This policy sets out the manner in which Jackgreen will collect, use and disclose your personal information and the steps it will take to safeguard your personal information.

What is personal information and how do we collect it?

Personal information is any information that can be used to identify you. Jackgreen may collect personal information from you in order to provide you with information about our products, services and special offers. We collect personal information such as your name, address, telephone number, date of birth, e-mail address and direct debit details as necessary in the following ways:

- when you request information about our products and/or services
- when you request us to supply our products and/or services to you
- to authenticate the caller as the account holder, or third party authority, in relation to any customer management issues.

We may also collect your personal information during customer surveys which we conduct to ensure that we are delivering the best possible service to you. You may complete our customer surveys anonymously if you wish.

We may collect your personal information and provide you with information about the services and activities of our business partners where you have expressed an interest in supporting the environment.

Jackgreen will use your personal information to supply the electricity service or information you request. We may disclose your information as necessary in order to supply you with those electricity services. For example, we will disclose your direct debit details to our bank or payment service provider to facilitate the billing process.

Where you have consented, we may also disclose your personal information to our business partners so that they can send you information about their services and activities to help preserve our environment.

How we protect your personal information

We will take reasonable steps to protect the personal information we hold about you from loss, misuse or unauthorised access. The measures we will use to protect your personal information include using secure



servers, requiring password access to internet accounts, encryption of electronically transmitted data, keeping hard copy information in restricted areas in locked cabinets and implementing data back-up and disaster recovery procedures.

Our contractors and employees are contractually obliged to respect the Privacy of your personal information.

How you can access your personal information

You can access, modify and update the personal information Jackgreen holds about you by contacting us via e-mail, telephone or mailing Jackgreen. If you wish to know what information we hold about you, please contact us using the contact details set out below.

Collection through our website

We only collect personal information from you when you use our website and it is provided voluntarily and knowingly.

There are some features of our website that require you to sign-up to use. If you do sign-up we use the information you supply for the purpose of providing the products, services or information you request.

Hyperlinks

Our website may contain hyperlinks to websites operated by third parties. We do not make any representations in relation to the privacy practices or policies of the operators of those sites.

Changes to this Privacy Policy

We may review this Privacy Policy from time to time to ensure that it is up to date and best describes our current privacy practices. We encourage you to visit our website to ensure you have the latest version of our Privacy Policy.

How to contact us about privacy issues

For information, access requests and/or complaints about privacy, please contact:

Privacy Officer, Jackgreen Energy.
Email: enquiries@jackgreen.com.au
Mail: Level 5, 52 William St
East Sydney NSW 2011
Telephone: 1300 46 5225
Facsimile: (02) 8356 9755



GUIDE TO CUSTOMER FEEDBACK

Jackgreen deals with any feedback it receives, including complaints. At Jackgreen we are committed to ensure that all feedback is received openly and that any complaint is dealt with fairly and quickly.

Jackgreen values feedback as it is important to ensure that we provide customer satisfaction. If you consider that your feedback amounts to a complaint, please follow the Jackgreen Complaints Handling Process outlined in this booklet.

As Jackgreen aims to continually develop and improve our products and processes, we encourage our customers to provide us feedback. Jackgreen recognises that your feedback may take one of the following forms:

- Compliment** A written or verbal expression of customer satisfaction about an action, a proposed action or act by Jackgreen.
- Suggestion** Written or verbal request in relation to current services or products or for additional services or products not currently offered by Jackgreen.
- Enquiry** Written or verbal request for advice, assistance, clarification, explanation, information or referral.
- Complaint** Written or verbal expression of customer dissatisfaction about an action, a proposed action or a failure to act by Jackgreen.

If you have any feedback, please contact Jackgreen Energy.

Email: enquiries@jackgreen.com.au
Mail: Level 5, 52 William Street
East Sydney NSW 2011
Telephone: 1300 46 5225
Facsimile: (02) 8356 9755

COMPLAINTS HANDLING PROCESS

We do everything possible to ensure that your issues are addressed promptly. Where a complaint is made we intend to resolve the complaint immediately. If the complaint is not resolved, Jackgreen will record this fact and the complaint will be allocated to the Manager responsible for the specific department. They will contact you to resolve the complaint.



Where a complaint is made we will acknowledge the receipt of the complaint within two business days and we will contact you to resolve the complaint as soon as possible.

Ideally Jackgreen will respond to all complaints with proposed resolutions within 14 business days, recognising however that some complaints may take longer to consider and propose a resolution. If you are not satisfied with the resolution proposed by Jackgreen, we would ask you to respond to the proposed resolution within 14 business days.

If you have done all you can to resolve your issue with Jackgreen but you remain dissatisfied after the 14 day process you may contact the Ombudsman in your state. The Ombudsman provides a service to assist you in deciding whether your complaint is valid and will help you in resolving your complaint.

Australian Capital Territory

Australian Capital Territory Ombudsman
Ph: 1300 362 072
Email: ombudsman@ombudsman.gov.au

Queensland

Energy Ombudsman, Queensland (EOQ)
Ph: 1800 662 837
Email: info@eoq.com.au

New South Wales

The Energy and Water Ombudsman of New South Wales (EWON)
Ph: 1800 246 545
Email: omb@ewon.com.au

Victoria

The Energy Water Ombudsman of Victoria (EWOV)
Ph: 1800 500 509
Email: ewovinfo@ewov.com.au

South Australia

Energy Industry Ombudsman South Australia (EIOSA)
Ph: 1800 665 565
Email: contact@eiosa.com.au



FINANCIAL HARDSHIP

Jackgreen treats all customers respectfully and takes a compassionate and sensitive approach to discussing a customer's hardship matters. We recognise that any customer may experience times of genuine hardship. A customer can experience genuine financial hardship when they intend to pay, but are unable to, because of circumstances beyond their control.

Jackgreen believes that a customer in these circumstances should not be subject to the additional burden and stress of the disconnection process and collection action.

Jackgreen may ask a customer to complete a hardship form or alternatively the hardship assessment may be done over the phone. The purpose of this form / assessment is to formalise any instalment plan agreed between Jackgreen and the customer. In the event that the customer does not complete and return the hardship form or complete the assessment over the phone the customer will not be regarded as a hardship customer.

Payment Options

A customer experiencing hardship can be asked to enter into a payment arrangement plan. In this instance a customer in consultation with Jackgreen will be asked to nominate an amount they can reasonably afford to pay on a regular basis. The payment arrangement plan will take into consideration the customer's financial situation and what the customer can afford to pay. Customers who are placed on a payment arrangement plan must renegotiate the amount of their arrangement if there is a change in their circumstances.

A customer who is experiencing genuine financial hardship will not have his or her electricity supply disconnected and will not face recovery action, as long as the customer continues to make payments according to the agreed payment arrangement. However, Jackgreen's Hardship Policy will cease to apply when a customer fails to meet their agreed payment arrangements and the customer does not contact Jackgreen to review their payment options.

Information and referral to local community support services will be offered to all Jackgreen customers in genuine financial hardship.

Collections Officer, Jackgreen Energy.

Mail: Level 5, 52 William Street
East Sydney NSW 2011
Telephone: (02) 8302 3850
Facsimile: (02) 8356 9755



YOUR CONTRACT WITH JACKGREEN

Your Agreement will commence on the Commencement Date, which is the day your Agreement is entered into. Your Agreement is entered into:

- if you have completed a Retail Supply Agreement, when we give you or send you a copy of Terms and Conditions; or
- if you move into a Supply Address where Jackgreen is already supplying electricity, the date on which you move into that Supply Address and begin using electricity.

The supply of electricity under your Agreement will commence when your Supply Address is transferred to Jackgreen as your electricity supplier, which can be up to four months from the Commencement Date, or if your Supply Address is already with Jackgreen, the date you commence using electricity at that address. We will write to you to confirm the date on which Jackgreen started to supply electricity to your Supply Address.

Where you are already our Customer and you are renewing or extending your Agreement, your Agreement will become effective on the agreed date of the renewal or extension specified in the Retail Supply Agreement.

If you have signed a Retail Supply Agreement with Jackgreen, you may terminate your Agreement without penalty by giving notice to Jackgreen within 10 business days of the Commencement Date (the Cooling off Period). Notice requesting cancellation of your contract can be done by email, mail, or fax (or by telephone in NSW only).

Cancellations Officer, Jackgreen Energy.

Email: cancellations@jackgreen.com.au
Mail: Level 5, 52 William Street
East Sydney NSW 2011
Telephone: 1300 46 5225
Facsimile: 1800 452 989

Jackgreen must comply with all applicable energy industry codes and guidelines which regulate marketing activities and contact with small retail customers. You can view these on our website www.jackgreen.com.au



HOW YOU CAN HELP

You can help us to provide a premium level of service by:

- Advising us of any requirement for a continuous electricity supply due to a life support machine in use at your premises
- Permitting safe access to your premises for the purposes of reading the meter
- Advising us of any change in account or credit card details that you have listed with Jackgreen
- Advising us if you are experiencing financial hardship
- Ensuring you take reasonable steps to safeguard the meter, supply point and other equipment relating to the supply of electricity to your premises from damage or unauthorised interference and notify your distributor or us if problems occur with them
- Contacting us if you are moving house by giving us four business days notice. This way we can finalise your current account and establish supply at your new premise
- Notifying us if you wish for a second person to have access to your account (partner or guardian etc)
- Advising us if any of your details (name, telephone number, email or mailing details) change.

INFORMATION

For additional information about Jackgreen Energy please visit our website: www.jackgreen.com.au

Cancellation Form

Date _____ Contract No. _____

NMI No. _____ Rep ID. _____

Date contract was signed _____ / _____ / _____

Name _____

Address _____

State _____ Telephone _____

Email _____

Reason for cancellation _____

Please confirm receipt of this request by (Please Tick)

email *letter phone

*send attached self addressed form with stamp

Each field is mandatory

