



Residential Switching Terms and Conditions

- You agree to purchase all the electricity and/or gas supplied to your premises according to our standard residential energy supply agreement and any special terms and conditions.
- You also appoint us to:
 1. arrange the termination of all contracts with your existing energy supplier/s;
 2. do all things necessary to arrange the commencement of supply to your premises as soon as possible, including authorising your existing supplier/s to release to us any information held regarding the supply of energy to your premises; and
 3. agree with your existing supplier/s estimated meter reading/s for final billing purposes at the time of changing to us.
- You, as well as us, have the right to cancel this agreement at any time, up to and including seven days after the date on which you signed, joined over the phone or joined online.
- We will commence supply of energy to your premises at a date to be agreed between us and your existing supplier/s.
- Fixed charges will apply from the date of connection. Usage charges will apply for all customers and only for the energy used.