



Residential Electricity Agreement

Bill-Free Allowance (Bring Your Own Battery)

Important Information

This agreement explains how electricity is supplied to your home by HighFlow Energy, and how the Bill-Free Allowance works when you bring your own battery.

It is designed to be clear and easy to understand. If you have questions, please contact us - we're here to help.

1. Who we are

HighFlow Energy Pty Ltd ("HighFlow Energy", "we", "us") is a customer-facing electricity brand available to residential customers in Queensland and New South Wales.

ERC Energy Pty Ltd ("ERC Energy") is an associate entity of HighFlow Energy and is the authorised electricity retailer that provides electricity retail, billing, compliance, and market services under the HighFlow Energy brand.

References to HighFlow Energy in this agreement include ERC Energy where required for regulatory, billing, and operational purposes.

2. What this agreement covers

This single agreement governs:

- Your electricity supply from HighFlow Energy
- Your access to a Bill-Free Electricity Allowance
- Your participation in the HighFlow Virtual Power Plant (VPP) using your battery

3. No lock-in, no cancellation fee

- This agreement has no fixed term.
- You can leave HighFlow Energy at any time.
- There is no cancellation or exit fee for leaving this agreement.

If you leave, your Bill-Free Allowance simply stops and your account is finalised in the normal way once changed to your new retailer.

4. What is the Bill-Free Allowance?

If you are eligible, you receive a monthly electricity allowance at \$0, which means:

- \$0 daily supply charge, and
- \$0 usage charge on electricity used within your monthly allowance, and
- \$0 network and distribution charges on that allowance (we absorb these costs).

The allowance resets at the start of each billing month.

5. How much is my Bill-Free Allowance?

Your Bill-Free Allowance depends on the size and capability of your battery and solar system and is calculated using the table in the [Allowance tiers](#) of the Pricing schedule.

Your allowance will be one of the following tiers:

- 300 kWh per billing month
- 400 kWh per billing month
- 500 kWh per billing month
- 600 kWh per billing month
- 800 kWh per billing month
- 1,000 kWh per billing month

Your confirmed allowance tier will be shown in your welcome information and on your electricity bill.

6. What happens if I use more than my allowance?

If your electricity usage in a billing month exceeds your Bill-Free Allowance:

- Usage above the allowance is charged at the applicable rate shown in your Price Schedule.

Important to know:

- This rate is not guaranteed to stay the same
- It may change from time to time, in line with energy laws and market conditions
- Any changes will be communicated clearly and shown on your bill

There are no penalties for exceeding your allowance - you simply pay for the additional usage.

7. What you need to stay eligible

To receive and keep the Bill-Free Allowance, you must:

1. Live in QLD or NSW in an area we service
2. Have your own eligible battery installed at your home

3. Have a suitable solar system installed
4. Keep your battery connected to the internet
5. Allow your battery to participate in the HighFlow VPP
6. Remain a HighFlow Energy electricity customer

If you're unsure whether your system qualifies, we'll help you check.

8. How the HighFlow VPP works

Your battery doesn't just power your home.

When it has spare capacity, it can:

- Store energy when it's plentiful
- Support the electricity grid when energy is needed

This happens automatically and is managed by HighFlow Energy.

Your home's energy needs always come first. The value created by your battery supporting the grid helps fund your Bill-Free Allowance.

9. What happens if I'm no longer eligible?

If at any time you:

- Remove or disable your battery
- Disconnect from the HighFlow VPP
- Stop meeting the eligibility requirements
- Leave HighFlow Energy as your retailer

Then:

- Your Bill-Free Allowance stops, and
- Your electricity supply continues under our standard retail pricing (unless you choose to leave)

There is no penalty for this.

10. Bills and payment

You will still receive regular electricity bills, even if your total payable amount is \$0.

Your bill will show:

- Your electricity usage
- Your Bill-Free Allowance
- Any excess usage charges (if applicable)
- Your total amount payable

HighFlow Energy is powered by ERC Energy. Electricity retail services are provided by ERC Energy Pty Ltd (ABN 93 629 720 994), an authorised electricity retailer, trading under the HighFlow Energy brand. HighFlow Energy manages customer communications and the Bill-Free Allowance program, while ERC Energy provides retail, billing and market services in accordance with Australian energy laws

You may be asked to set up direct debit if excess usage charges or other standard fees apply.

11. Fees that may still apply

Some standard industry fees may apply where relevant, including:

- Disconnection or reconnection fees
- Special meter reads
- Dishonour or late payment fees

These are listed in your Price Schedule and are not part of the Bill-Free Allowance.

12. Changes to prices or terms

We may change prices or terms where permitted by energy laws.

If we do:

- We will give you notice as required
- You are free to leave at any time if you do not agree

There is no lock-in.

13. Cooling-off period

You have a 10 business day cooling-off period from when you receive this agreement. If you change your mind during this time, you can cancel at no cost.

14. Support, hardship and complaints

If you are experiencing financial difficulty with charges outside your Bill-Free Allowance, we will support you under our Hardship Policy.

If you have a complaint:

- Please contact HighFlow Energy first
- ERC Energy may assist in resolving billing or retail issues on our behalf

If we cannot resolve your complaint, you may contact the Energy Ombudsman in your state at no cost:

- NSW: Energy & Water Ombudsman NSW (EWON) - 1800 246 545
- QLD: Energy & Water Ombudsman Queensland (EWOQ) - 1800 662 837

15. Governing law

This agreement is governed by the laws of the state where your home is located.

16. Acceptance

By accepting this agreement, you confirm that:

- You understand how the Bill-Free Allowance works
- You agree to your battery participating in the HighFlow VPP
- You understand there is no fixed term and no cancellation fee

Customer Details

Name	
Supply Address	
NMI	
Signature	
Date	

HighFlow Energy

Residential Electricity Price Schedule

Bill-Free Allowance (Bring Your Own Battery)

This Price Schedule forms part of your HighFlow Energy Residential Electricity Agreement. It explains how electricity is priced for your home.

1. Supply details

- Retailer: HighFlow Energy Pty Ltd
- Powered by: ERC Energy
- Customer type: Residential
- States: New South Wales (NSW) and Queensland (QLD)
- Supply type: Grid-connected electricity with Bill-Free Allowance

Your local electricity distributor (for poles and wires) will be one of:

- NSW: Ausgrid, Endeavour Energy, or Essential Energy
- QLD: Energex or Ergon Energy Network

2. Daily supply charge

Daily supply charge:

\$0.00 per day

This applies while you remain eligible for the Bill-Free Allowance. HighFlow Energy absorbs the daily supply charge on your behalf.

3. Bill-Free Electricity Allowance

Each billing month, you receive a Bill-Free Electricity Allowance based on your confirmed tier.

Electricity used within your allowance is charged at \$0, including:

- Usage charges
- Network and distribution charges

Your allowance resets at the start of each billing month.

Allowance tiers

Tier	Bill Free Allowance (kWh/month)	Min Battery (kWh)	Min Battery Inverter (kW)	Min Solar PV (kW)
Tier 300	300	≥ 15	≥ 5	≥ 6.6
Tier 400	400	≥ 20	≥ 5	≥ 6.6
Tier 500	500	≥ 25	≥ 7	≥ 8
Tier 600	600	≥ 30	≥ 10	≥ 10
Tier 800	800	≥ 35	≥ 12	≥ 12
Tier 1000	1000	≥ 40	≥ 15	≥ 18

Note, solar system, battery and inverter must all exceed minimum requirements to qualify for the specific tier. Your applicable tier is confirmed when you join and is shown on your electricity bill.

4. Usage above your allowance (Excess Usage)

If your electricity usage in a billing month exceeds your Bill-Free Electricity Allowance:

- Electricity used above your allowance is charged at the Excess Usage Rate below.

Excess Usage Rate (current)

- \$0.23 per kWh (ex GST)
- \$0.25 per kWh (inc GST)

Important information:

- This rate is not guaranteed to remain the same
- It may be varied from time to time in accordance with applicable energy laws
- Any changes will be communicated to you as required and clearly shown on your bill

There are no penalties for exceeding your allowance - you simply pay for the additional electricity you use.

5. Time-of-use and controlled load

Unless otherwise advised:

- Excess usage is charged at a flat rate (not time-of-use)
- Controlled load tariffs (if applicable at your premises) may be charged separately

Any applicable time-of-use or controlled load charges will be clearly shown on your bill.

6. Solar exports (feed-in)

Depending on your specific offer:

- Solar exports may:
 - Receive a feed-in tariff, or
 - Be retained by HighFlow Energy to help fund your Bill-Free Allowance

If a feed-in tariff applies, the rate will be shown on your bill.

7. Fees and other charges

The following standard fees may apply where relevant:

- Disconnection fee
- Reconnection fee
- Special meter read fee
- Dishonour fee (failed payment)
- Paper bill fee (if applicable)

These fees are not part of the Bill-Free Allowance.

Current fee amounts are available on request or via our website at www.highflowenergy.com.au.

8. Billing frequency

You will be billed:

- Monthly or quarterly, depending on your metering and distributor arrangements

You will receive a bill even if your total amount payable is \$0.

9. Changes to this Price Schedule

We may change prices or fees in this Price Schedule where permitted by law.

If we do:

- We will provide notice as required
- You may leave HighFlow Energy at any time if you do not agree
- There is no exit or cancellation fee

10. GST

Unless stated otherwise:

- Prices may be shown excluding GST, with the GST-inclusive amount clearly identified, or
- Prices may be shown including GST, where noted

For excess usage under this Price Schedule:

- \$0.227 per kWh (ex GST)
- \$0.25 per kWh (inc GST)

11. Questions or help

If you have questions about this Price Schedule, your bill or your allowance tier:

- Contact HighFlow Energy
- ERC Energy may assist with billing or retail enquiries on our behalf

If a complaint cannot be resolved, you may contact the Energy Ombudsman in your state at no cost.