

HighFlow Energy Customer Charter

Highflow Energy Pty Ltd

Effective Date: 18 February 2026

1. About this Charter

This Customer Charter summarises your rights and obligations under:

- Your agreement with HighFlow Energy
- The National Energy Retail Law (NERL)
- The National Energy Retail Rules (NERR)
- The Australian Consumer Law
- The Privacy Act 1988 (Cth)

This Charter applies to residential and small business customers in Queensland and New South Wales.

You can request a free copy of this Charter at any time.

2. Who is HighFlow Energy?

HighFlow Energy is an electricity retailer operating in the National Electricity Market.

We specialise in innovative retail offers including:

- Bring-Your-Own-Battery (BYOB) participation
- Virtual Power Plant (VPP) programs
- Bill-Free Electricity Allowance structures

We work with network distributors who own and maintain the poles and wires that deliver electricity to your premises.

3. Your electricity agreement

There are two types of retail agreements available under energy law.

3.1 Market Retail Contract

If you have signed up to a HighFlow offer - including our Bill-Free Electricity Allowance or VPP participation - you are on a Market Retail Contract.

Your Market Contract sets out:

- Your tariffs and charges
- Your VPP participation terms

- Any eligibility conditions
- Billing arrangements
- Payment options
- Contract term (if any)
- Exit terms

You will receive a welcome pack outlining your agreement.

3.2 Standard Retail Contract (Standing Offer)

You are entitled to request a Standard Retail Contract at any time.

A Standard Retail Contract:

- Is based on regulated standing offer terms
- Has no fixed term
- Does not include discounts or VPP participation benefits
- Is available on request

Details of our standing offer tariffs are available on our website or by contacting us.

4. Cooling off period

If you enter into a Market Retail Contract through door-to-door, phone or other unsolicited marketing:

- You have a 10 business day cooling off period
- You may cancel during that period without penalty

Cooling off details are provided in your welcome pack.

5. Transfer to HighFlow

If you switch to HighFlow from another retailer:

- Your supply will not be interrupted
- We will manage the transfer process
- Your transfer will occur after required regulatory steps are completed

Electricity continues to be physically delivered by your local distributor.

6. Your electricity supply

Your distributor:

- Owns and maintains the network infrastructure
- Manages outages and faults
- Controls physical disconnection and reconnection

If you experience a power outage, contact your distributor.

If someone at your premises relies on life support equipment, you must notify us.

7. Billing

7.1 Billing frequency

We will bill you at least every three months unless otherwise agreed.

Even if your Bill-Free Electricity Allowance results in a \$0 payable amount, you will still receive a bill showing:

- Usage
- Allowance application
- Any excess charges
- Government rebates (if applicable)
- Payment due date

7.2 Payment terms

Bills must be paid by the due date shown.

Payment options are listed on your bill.

7.3 Estimated bills

If we cannot access your meter, your bill may be estimated.

You may request a review of an estimated bill.

7.4 Undercharging

If we undercharge you:

- We can recover up to 9 months of undercharged amounts (unless caused by your fault)
- We will offer flexible repayment options
- We will not charge interest

7.5 Overcharging

If we overcharge you:

- We will notify you promptly
- Refund the amount or credit your account

8. VPP participation and Bill-Free Electricity Allowance

If you participate in our Virtual Power Plant:

- Your battery may be dispatched to support the grid
- Your home energy needs are prioritised
- Participation supports the funding of your Bill-Free Electricity Allowance

If eligibility conditions are not met, standard tariffs may apply.

Full details are outlined in your Market Retail Contract and VPP Terms and Conditions.

9. Hardship support

We recognise that customers may experience financial hardship.

If you are experiencing difficulty paying your bill:

- Contact us as soon as possible
- We will offer payment plans and tailored support

We will not disconnect customers who are complying with an agreed hardship arrangement.

Our Hardship Policy is available on our website.

10. Family and Domestic Violence support

We provide additional protections for customers affected by family and domestic violence, including:

- Safe communication arrangements
- Account security measures
- Debt review and fee waivers where appropriate

See our Family and Domestic Violence Policy for details.

11. Disconnection

We will only disconnect as a last resort and in accordance with the National Energy Retail Rules.

We will not disconnect if:

- You are on an agreed hardship plan and complying
- The amount is genuinely disputed and under review
- You are registered as a life support customer (except in permitted circumstances)

We will provide required notices before disconnection.

12. Reconnection

If you are disconnected:

- Contact us to resolve the issue
- Reconnection will occur in accordance with regulatory timeframes
- Distributor timeframes apply

Reconnection fees may apply.

13. Moving premises

If you move:

- Contact us at least 3 business days before your move date
- We will arrange final meter reads
- New connections may require distributor involvement

14. Price changes

We may vary prices in accordance with your agreement and energy laws.

We will provide advance written notice of price changes.

15. Credit checks

We may conduct credit checks when you enter into a Market Retail Contract.

Credit checks are conducted in accordance with privacy laws.

16. Complaints

If you have a complaint, contact us immediately.

We aim to resolve complaints quickly and fairly.

If you are not satisfied, you may contact your relevant Energy Ombudsman:

Queensland

Energy and Water Ombudsman Queensland

1800 662 837

www.ewoq.com.au



New South Wales

Energy and Water Ombudsman NSW

1800 246 545

www.ewon.com.au

See our Complaints Handling Process for details.

17. Privacy

We are bound by the Australian Privacy Principles.

Our Privacy Policy is available on our website.

18. Interpreter services

If you require interpreter assistance, call:

Translating and Interpreting Service (TIS) - 13 14 50