



HighFlow Energy Website Terms and Conditions

Highflow Energy Pty Ltd

Effective Date: 18 February 2026

Welcome to HighFlow Energy. These Terms and Conditions govern your use of our website, products and services. By accessing or using our site or taking up an offer with us, you agree to these terms. If you don't agree, please don't use our services or website.

1. About HighFlow Energy

HighFlow Energy is a customer-facing energy brand helping homeowners in Queensland and New South Wales get more value from the solar and battery systems they already own. Our focus is on delivering smart energy solutions that reduce or remove electricity bills through innovative offers and Virtual Power Plant (VPP) participation. HighFlow Energy partners with ERC Energy Pty Ltd, an authorised Australian electricity retailer, to provide regulated energy retail services under the HighFlow Energy brand.

2. Acceptance of Terms

By using our website, signing up for an offer, or participating in our programs, you accept these Terms and Conditions. We may update these terms at any time, and the latest version will always be published on our website.

3. Your Electricity Offer

3.1 Bill-Free Electricity Allowance

Our residential electricity offers are built around a Bring-Your-Own-Battery (BYOB) Bill-Free Electricity Allowance. When you join and remain eligible:

- You receive a monthly electricity allowance where eligible charges (including daily supply and usage within your allowance) are \$0.
- Network and distribution charges on your allowance may be absorbed by us.
- Any usage above your allowance is charged at applicable standard rates.

Eligibility conditions apply and include living in a supported region, having a compatible solar and battery system, and keeping your battery connected to the HighFlow VPP.

Note, this is a summary, full terms and conditions are available in the Highflow Energy VPP Terms and Conditions that form part of your contract.



3.2 No Lock-in, No Exit Fees

There is no fixed contract term, no lock-in and no exit fee. If you leave HighFlow Energy, your Bill-Free Electricity Allowance simply stops and your account transitions normally.

4. Virtual Power Plant Participation

When you participate in the HighFlow VPP, your battery may be used to store and dispatch energy in ways that help support the grid and fund your Bill-Free Electricity Allowance. Your home's energy needs always come first, and participation does not affect your ownership of the battery.

5. Billing and Payments

You will receive regular electricity bills, even when your total payable amount may be \$0. Bills will show your electricity usage, allowance usage, any excess usage charges, and the total payable amount. Standard industry fees (for things like reconnection or meter reads) may still apply where relevant.

6. Use of Website and Services

Use of our website and services must comply with applicable laws. You agree not to misuse our site or interfere with service operation. HighFlow may suspend access for prohibited activities.

7. Privacy and Data

Your personal information is managed in accordance with our Privacy Policy, which explains how we collect, use, share and protect your data. By using our website or services, you consent to those practices.

8. Intellectual Property

All content on this website, including text, graphics, logos, software and product information, is owned or licensed by HighFlow Energy and is protected by copyright and other laws.

9. Limitation of Liability

To the fullest extent permitted by law, HighFlow Energy is not liable for indirect or consequential loss arising from your use of our site, services or products. Our total liability to you in any claim will not exceed the amount you have paid us in the relevant period.



10. Governing Law

These Terms and Conditions are governed by the laws of Australia. Any disputes will be resolved in the courts of the state where your home is located.

11. Contact Us

If you have questions or need support with these Terms and Conditions, please contact us at:

HighFlow Energy

- Email: enquiries@highflowenergy.com.au
- Website: www.highflowenergy.com.au