BYOB Product Information Document

Residential Electricity Plan - Bill-Free Allowance (Bring Your Own Battery)

This document provides important information about the HighFlow Energy residential electricity plan that includes a Bill-Free Allowance and participation in the HighFlow Virtual Power Plant (VPP).

The Bill-Free Allowance covers electricity usage up to your monthly allowance. If your usage exceeds your allowance, additional charges will apply.

This product may not be suitable if:

- You do not have an eligible solar and battery system
- You regularly exceed your monthly allowance
- You do not wish your battery to participate in a Virtual Power Plant

This document is a summary only. Full terms are set out in the VPP Terms & Conditions.

If you have questions, please contact us, we're here to help.

1. Who provides your electricity?

HighFlow Energy Pty Ltd is the customer-facing brand.

Electricity retail services, billing, compliance and market participation are provided by ERC Energy Pty Ltd (ABN 93 629 720 994), an authorised electricity retailer trading under the HighFlow Energy brand.

Electricity is supplied through your local distribution network (the poles and wires company in your area).

We do not control the reliability of the distribution network.

2. What this product includes

This product combines:

- Electricity supply to your home
- A monthly Bill-Free Electricity Allowance
- Participation in the HighFlow Virtual Power Plant using your battery

Your participation in the VPP helps support the electricity grid and contributes to funding your Bill-Free Allowance.

3. Contract type

- This is an ongoing market retail contract.
- There is no fixed term.
- There are no exit or cancellation fees.
- You may leave at any time in accordance with energy laws.

A 10 business day cooling-off period applies from the date you accept the agreement.

4. What is the Bill-Free Allowance?

If you are eligible, you receive a monthly electricity allowance charged at $0.

This means:

- $0 daily supply charge while eligible
- $0 usage charge on electricity used within your monthly allowance
- Network and distribution charges on that allowance are absorbed by us

The allowance resets at the start of each billing month.

The Bill-Free Allowance applies only while you remain eligible and participating in the VPP.

5. Important to Consider

- The Bill-Free Allowance covers electricity usage up to your monthly allowance only. If your usage exceeds your allowance, you will be charged for the additional electricity used.
- Prices, including excess usage rates, may change in accordance with energy laws.
- Participation in the HighFlow Virtual Power Plant allows remote operation of your battery in accordance with the VPP Terms & Conditions.
- Electricity supply is provided through your local distribution network and may be interrupted due to events beyond our control.

6. How your allowance is determined

Your Bill-Free Allowance depends on the size and capability of your battery and solar system and is calculated using the table below.

Your monthly allowance tier is based on:

- The size and capability of your solar system
- The size and capability of your battery
- Your inverter specifications

Allowance tiers

Tier	Bill Free Allowance (kWh/month)	Min Battery (usable kWh)	Min Battery Inverter (kW)	Min Solar PV (kW)
Tier 500	500	25	5	6
Tier 600	600	28	6	6
Tier 700	700	28	8	8
Tier 800	800	30	8	8
Tier 900	900	40	10	10
Tier 1000	1000	50	15	12

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.

7. What happens if you exceed your allowance?

If your electricity usage in a billing month exceeds your monthly allowance:

- Usage above the allowance is charged at the Excess Usage Rate shown in your Price Schedule and on our website.

There are no penalties for exceeding your allowance. You simply pay for electricity used above the included amount.

The Excess Usage Rate:

- Is not fixed
- May change in accordance with applicable energy laws
- Will be communicated to you as required

8. Eligibility requirements

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

- Be located in NSW or QLD in an area we service
- Have an eligible solar and battery system installed
- Maintain internet connectivity for your battery system
- Allow your battery to participate in the HighFlow VPP
- Remain a HighFlow Energy electricity customer

If you disconnect your battery, remove VPP access, or otherwise stop meeting eligibility requirements, the allowance will cease.

Your electricity supply will continue under the applicable retail tariff unless you choose to leave.

9. How the HighFlow VPP works

Your battery may be remotely monitored and operated to:

- Store energy when available
- Support the grid during high demand or market events

Your household energy needs are prioritised.

Participation in the VPP:

- Does not guarantee backup power during a network outage
- Does not guarantee bill outcomes
- Is subject to the VPP Terms & Conditions

Electricity supply remains dependent on the distribution network.

10. Life support customers

If someone at your premises requires life support equipment:

- You must notify us immediately
- Your participation in the VPP will be suspended
- You may be transferred to an alternative retail tariff in accordance with energy laws

Life support protections under energy laws will apply.

11. Billing and payment

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

Your bill will show:

- Your total usage
- Your monthly allowance
- Any excess usage charges
- Any fees or adjustments

You may pay your bill using:

- Direct Debit
- Credit or debit card
- BPAY
- Bank transfer

If you experience difficulty paying your bill, contact us for assistance under our Hardship Policy.

12. Other fees that may apply

Standard industry fees may apply where relevant, including:

- Disconnection or reconnection fees
- Special meter read fees
- Dishonour or late payment fees
- Controlled load charges (if applicable)

These are not part of the Bill-Free Allowance.

13. Solar exports

Depending on your specific offer:

- Solar exports may receive a feed-in tariff; or
- Depending on your offer, you may not receive a feed-in tariff for exported solar energy. In some cases, export value contributes to funding your Bill-Free Allowance.

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

14. Price changes

Prices, including excess usage rates, may change in accordance with energy laws.

If we vary prices:

- We will provide notice as required
- You may leave at any time
- No exit fee applies

15. Support and complaints

If you need help:

- Contact HighFlow Energy first
- ERC Energy may assist with billing or retail matters

If your complaint is not resolved, you may contact your Energy Ombudsman free of charge:

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

Important reminders

- The Bill-Free Allowance applies only while eligibility requirements are met.
- Electricity supply is not guaranteed to be uninterrupted.
- Participation in the VPP does not guarantee specific savings or outcomes.

Full details are set out in the VPP Terms & Conditions.

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