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Disconnection Policy

V1808-1

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## CleanTech Energy Pty Ltd Disconnection Policy

Version Number V1808-1

21<sup>st</sup> August 2018

### CleanTech Energy Pty Ltd

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Electricity Retail Licence Number (WA):	ERL24
Electricity Retail Licence Number (NEM):	TBA
Gas Retail Licence Number:	TBA

### Amendments to previous versions

N/A

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## 1. Introduction

The disconnection and reconnection of a site is a normal business process and there is various reason why CleanTech Energy will intend or be required to do so, therefore the purpose of this policy is to ensure that CleanTech Energy are compliant with the rules and regulations of disconnection and reconnections.

## 2. Disconnection

### *Initiated by CleanTech Energy*

CleanTech Energy may arrange for the disconnection of a customer's property in accordance with the National Energy Retail Rules – Part 6 Division 2 if the customer:

- Has not paid an invoice by the required due date; and
- Has not agreed to pay the invoice by instalments, be included in the Hardship program or, having agreed to these options, has failed to adhere to the arrangement; or
- Has not paid a security deposit or has refused to provide acceptable identification; or
- Has denied access to a meter; or
- Is illegally using energy; or



- Is a move-in or carry over customer and refuses to enter into a retail contract with CleanTech Energy.

#### *Initiated by the customer*

When a customer requests that the site be disconnected we will de-energise the site, obtain a final meter reading and if applicable generate a final invoice in accordance with National Energy Retail Rules – Part 6 Division 2 Clause 118

### 3. Disconnection Limitations

CleanTech Energy will not arrange a de-energisation of the site in accordance with the National Energy Retail Rules – Part 6 Division 2 Clause 116 if:

- The customer is on life support; or
- A complaint has been made to us directly related to the reason for proposed disconnection following CleanTech Energy's Complaints and Disputes Resolution Policy and the complaint remains unsolved; or
- A complaint has been made directly to the reason for the proposed disconnection to the Energy Ombudsman, and the complaint remains unresolved; or
- The customer is a hardship customer or a customer adhering to a payment plan; or
- If they have applied for assistance to an organisation responsible for a rebate, concession or relief scheme and a decision on the application has not been made; or
- For any outstanding amount that is not related to the sale of energy; or
- For a non-payment of an account when the balance remaining is less than \$300 (Inc. GST); or
- Where the customer's premises are to be de-energised under rule 111-during an extreme weather event; or
- During the protection period, i.e. on a business day before 8.00am or after 3.00pm, on a Friday, the day before a public holiday, on a weekend or a public holiday, or the days between 20<sup>th</sup> December and 31<sup>st</sup> December (both inclusive) in any year.

### 4. Disconnection Notices

#### *Reminder notice – Disconnection for non-payment*

To commence our non-payment disconnection or overdue process, we must first ensure that a reminder notice has been sent to the customer's nominated email address, advising that their payment is overdue, and they are subsequently initiating the first phase of this process. This shall be sent on their next business day after the invoice due date. The reminder notice will include:

- The date of issue
- An invoice which includes the outstanding amount and any additional charges
- That the payment must be made within 6 days (notice period) of the notice being issued.
- Details of how the customer can contact CleanTech Energy.

### *Letter of intention – Disconnection Other*

A letter of intention is required in place of a reminder notice for disconnections that aren't related to illegal energy use or non-payment of an invoice. The letter of Intention will include:

- The date of issue
- The reason for the intention for disconnection.
- The customer has 5 business days from the notice being issued to resolve the reason for the intention for disconnection.

### *Disconnection Warning Notice – All disconnections \**

If Cleantech Energy has not received a response after the reminder notice or the letter of intention period, then Cleantech Energy will issue the customer with a Disconnection warning notice. This notice is sent to the customers email address and is issued to warn the property may be disconnected. The disconnection warning notice will include:

- The date of issue
- The reason for the potential disconnection
- The date the warning period ends
- That the customer has 6 (5 business days for matters other than non-payment of invoices) business days from the notice being issued to resolve the reason for disconnection.
- Advise the customer of how to reconnect the property and any charges that may apply.
- Include the details of the Energy Ombudsman.
- Provide contact details for the distributor and CleanTech Energy.

### *Disconnection Notice – All disconnections \**

If CleanTech Energy has not received a response with the Disconnection Warning Period, CleanTech Energy will send the customer a Disconnection Notice to the customers nominated email address as our final endeavour to contact the customer prior to disconnection. This will advise the customer:

- That within 2 business days of the disconnection Notice the customer's property will be disconnected;
- Outline the reason for the disconnection
- If the customer rectifies the matter then the site will not be disconnected;
- Advise how to reconnect the property and any charges which may apply;
- Include the details of the Energy and Water Ombudsman;
- Provide contact details for the distributor and Cleantech Energy.

\* No notices are required before disconnection for illegal use of energy

## 5. Disconnection Failure

*Some reasons where the Network Operator may refuse to disconnect a site are:*

- The disconnection would be detrimental to the health and /or safety of any person.
- CleanTech Energy issued a disconnection Request in breach of the Electricity or Gas Law.

The Network Operator must notify CleanTech Energy of the reasons for its refusal to disconnect. If this occurs CleanTech Energy will continue to be liable for the Distribution Service Charges in respect to the use of the network and the consumption of electricity by the customer, which will be oncharged to the customer.

## 6. Reconnection

CleanTech Energy will aim to action a request for reconnection at the time requested by the customer if this is not possible we aim to meet our minimum jurisdiction requirements.

### *After Disconnection*

If Cleantech Energy initiate the disconnection, then we will request the reconnection of the customer property if within 10 business days of the disconnection if:

- They rectify the matter that led to the disconnection; and
- The customer requests that CleanTech Energy arrange for reconnection; and
- Agree to pay any reconnection charge

We may terminate a customer's contact 10 business days following disconnection if the above actions are not completed.

## 7. Complaints

All complaints are received will be handled in accordance with our Complaints & Disputes Resolution Policy. CleanTech Energy will ensure that our customer is made aware if their right to refer a complaint to the Energy and Water Ombudsman at any time.