



Fountain Energy (as manager on behalf of The Trustee for Fountain Energy Unit Trust ABN 93 911 628 685)

Electricity supply for customers within an embedded network – Details and Disclosure Documents

Electricity Tariffs from 1 July 2026 – 30 June 2027

This document forms part of your agreement for the supply of electricity to your premises. It should be read in conjunction with our standard terms and conditions of electricity supply for customers within an embedded network.

Energy tariffs at The Mason applicable for the date indicated above are as follows. Please note that these tariffs are subject to change (see further below).

Tariff: Electricity Residential Single Rate – FEAUS100

	\$/kWh, GST-exclusive	c/kWh, GST-inclusive
Usage Charges	0.2711	0.2982
	\$/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	1.3601	1.4961

Tariff: Electricity Small Residential of Use Rate – FEAUS110

	\$/kWh, GST-exclusive	c/kWh, GST-inclusive
Peak Usage Charges	0.4925	0.5418
Shoulder Usage Charges	0.0000	0.0000
Off Peak Usage Charges	0.1967	0.2164
	\$/day, GST-exclusive	c/day, GST-inclusive
Daily Supply Charges	1.4434	1.5877

Time of use periods

7 days - week

Peak: 15:00 – 21:00 (Nov – Mar, and Jun – Aug)

Off Peak: All other times

Variation in tariffs

We will review our Electricity Tariffs at least once per year, with a view to keep them competitive with comparable pricing offered by the largest retailers. We will give you at least 10 Business Days' notice of any change in the Electricity Tariffs.

Other Charges

A number of other charges may apply, depending on your circumstances. A "charge" includes, but is not limited to, account establishment fees, late payment fees, debt collection fees, disconnection and reconnection charges.

We do not charge a separate connection or re-connection fee to any tenant who enters a sale of energy contract with an authorised retailer.

	\$ - GST Exclusive	\$ GST Inclusive
Late Payment Fees – GST Exempt	10.90	10.90

Network Charges

If you later decide to buy your electricity from a different supplier who is an authorised retailer, you still need to pay us the network charges for as long as you occupy the premises, as we in turn will still continue to incur such costs in respect of your premises. You should make arrangements with your new authorised electricity retailer to ensure that the charges you pay it, do not include a component for network charges unless this is part of an arrangement under which the new retailer agrees to pass those charges on to us (so you can pay the new retailer instead of us).

These network charges will be calculated on a "shadow pricing" basis, meaning that the charge will be equivalent to the charge you would have paid your local electricity distributor had your premises been connected directly to their wiring. For this purpose, the charge will be taken to be calculated on a flat rate basis.

Concessions or rebates

Information on various government concessions or rebates and eligibility requirements to receive them will be published on our website. It is your responsibility to determine whether you are eligible for any particular concession or rebate.

Bill frequency

We will bill you monthly for the charges.

Payment difficulties

If you are unable to pay your bills due to financial difficulty, please contact us so we can discuss options to assist you.

General

About us

As explained in our terms and conditions, Fountain Energy is an agent on behalf The Trustee of Fountain Energy Unit Trust (ABN 93 911 628 685). A reference to “we” or “us” in this agreement is a reference to Fountain Energy.

Term

This is not a fixed term contract. You can give us notice at any time that you wish to terminate this agreement. No penalty or early termination fee will apply if you wish to do this.

Electronic communications

If you provide us with an email address for bills, we will send bills electronically to that email address. Similarly, if you provide us with a contact email address for receiving notices electronically, we may send notices and other documentation to that email address. In each case this will be sufficient for us to assume that you have received the documentation or information. We will not be required to send your invoice physical to a postal or street address unless you asked for that at the time of sign-up or contact us asking for that to change going forward. We are entitled to assume that an electronic communication to us from those email addresses is from you.

Variation of this agreement

We may from time to time vary this agreement going forward. We will give you at least 10 business days’ notice of any such change. If you do not terminate this agreement effective from before the change comes into effect, you agree to comply with the agreement as varied.

Transfer of this agreement

- If another person, instead of us, becomes entitled to on sell electricity to your premises within the embedded network, we may transfer our rights and obligations under this agreement to that person, and notify you of the transfer.

- You consent to any such transfer, without the need for any further documentation or agreement, and you agree to comply with this agreement in favour of that person.

Complaints and dispute resolution

If you have a complaint, query or dispute you can contact us using the contact details below.

We will handle a complaint in accordance with our standard complaints and dispute resolution procedures, which can be found on our website, or provide to you on request. We will inform you of the outcome of our review of your complaint.

If you are not satisfied with our response to the complaint, you may refer the complaint or dispute to the Embedded Network Owner/Operator.

Our contact details

Phone: 1300 970 024

Email: support@fountainenergy.com.au

Mailing Address: PO Box 6302, South Yarra VIC 3141

Website: www.fountainenergy.com.au

Electrical faults or emergencies

In the event of an electrical fault or emergency, please contact:

Fountain Energy – Business Hours: 1300 970 024

Ausgrid – 24 hours: 13 13 88